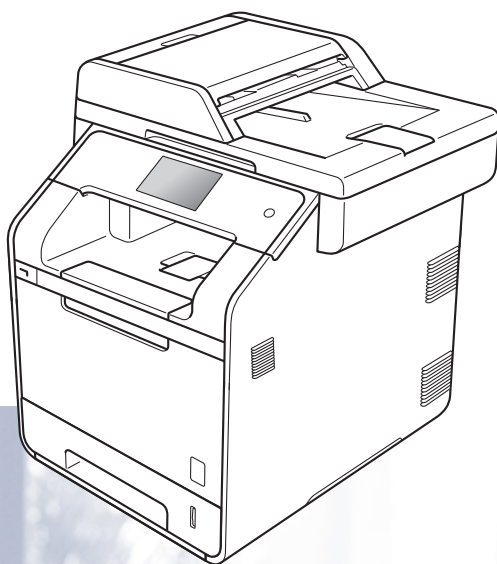


**brother**

# Basic User's Guide

MFC-L8600CDW  
MFC-L8850CDW  
MFC-L9550CDW



Not all models are available in all countries.

Version A  
ARL/ASA/NZ

## **If you need to contact customer service**

**Complete the following information for future reference:**

**Model Number: MFC-L8600CDW /  
MFC-L8850CDW / MFC-L9550CDW**  
**(Circle your model number)**

**Serial Number:** <sup>1</sup> \_\_\_\_\_

**Date of Purchase:** \_\_\_\_\_

**Place of Purchase:** \_\_\_\_\_

**<sup>1</sup> The serial number is on the back of the unit. Retain this User's Guide with your sales receipt as a permanent record of your purchase, in the event of theft, fire or warranty service.**

**Register your product on-line at**

**<http://www.brother.com/registration/>**

# User's Guides and where do I find them?

Which Guide?	What's in it?	Where is it?
<b>Product Safety Guide</b>	Read this Guide first. Read the Safety Instructions before you set up your machine. See this Guide for trademarks and legal limitations.	Printed / In the box
<b>Quick Setup Guide</b>	Follow the instructions for setting up your machine and installing the drivers and software for the operating system and connection type you are using.	Printed / In the box
<b>Basic User's Guide</b>	Learn the basic Fax, Copy, Scan and Direct Print operations and how to replace supplies. See troubleshooting tips.	Printed / In the box
<b>Advanced User's Guide</b>	Learn more advanced operations: Fax, Copy, security features, printing reports and performing routine maintenance.	(Windows®) PDF file / CD-ROM / In the Box (Macintosh) PDF file / Brother Solutions Center <sup>1</sup>
<b>Software and Network User's Guide</b>	This Guide provides instructions for Scanning, Printing, PC-FAX and other operations that can be performed by connecting your Brother machine to a computer. You can also find useful information about using the Brother ControlCenter utility, using your machine in a network environment, and frequently used terms.	(Windows®) HTML file / CD-ROM / In the Box (Macintosh) HTML file / Brother Solutions Center <sup>1</sup>
<b>Google Cloud Print Guide</b>	This Guide provides details on how to configure your Brother machine to a Google account and use Google Cloud Print™ services for printing over the Internet.	PDF file / Brother Solutions Center <sup>1</sup>
<b>Mobile Print/Scan Guide for Brother iPrint&amp;Scan</b>	This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected on a Wi-Fi® network.	PDF file / Brother Solutions Center <sup>1</sup>
<b>Web Connect Guide</b>	This Guide provides details about how to configure and use your Brother machine to scan, load and view images and files on certain websites that provide these services.	PDF file / Brother Solutions Center <sup>1</sup>

<sup>1</sup> Visit <http://solutions.brother.com/>.

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## (Advanced User's Guide)

You can view the Advanced User's Guide.

**Windows®:** PDF file / CD-ROM / In the Box

**Macintosh:** PDF file / Brother Solutions Center at <http://solutions.brother.com/>

The Advanced User's Guide explains the following features and operations.

### **1 General Setup**

---

*Memory storage*  
*Set tone or pulse dialling mode*  
*(not available in New Zealand)*  
*Set Daylight Saving Time*  
*Set the Time Zone*  
*Ecology features*  
*Quiet mode feature*  
*Touchscreen*  
*Dial Prefix*

### **2 Security features**

---

*Secure Function Lock 3.0*  
*Active Directory Authentication*  
*IPSec*  
*Setting Lock*  
*Dial Restriction*  
*(MFC models only)*

### **3 Sending a fax (MFC models only)**

---

*Additional sending options*  
*Additional sending operations*

### **4 Receiving a fax (MFC models only)**

---

*Memory Receive Options*  
*Remote retrieval*  
*Additional receiving operations*

### **5 Dialling and storing numbers (MFC models only)**

---

*Additional dialling operations*  
*Additional ways to store numbers*

### **6 Printing reports**

---

*Fax reports*  
*(MFC models only)*  
*Reports*

### **7 Making copies**

---

*Copy settings*

### **A Routine maintenance**

---

*Checking the machine*  
*Replacing periodic maintenance parts*  
*Packing and shipping the machine*

### **B Options**

---

*Options*  
*Optional paper tray (For*  
*DCP-L8400CDN, DCP-L8450CDW,*  
*MFC-L8600CDW, MFC-L8650CDW*  
*and MFC-L8850CDW*  
*(LT-320CL))*  
*(For MFC-L9550CDW (LT-325CL))*  
*Memory board*

### **C Glossary**

---

### **D Index**

---



## Using the documentation

Thank you for buying a Brother machine! Reading the documentation will help you make the most of your machine.

## Symbols and conventions used in the documentation

The following symbols and conventions are used throughout the documentation.

### **⚠ WARNING**

WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.

### **IMPORTANT**

IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.

### **NOTE**

Notes tell you how you should respond to a situation that may arise or give tips about how the current operation works with other features.



Electrical Hazard icons alert you to a possible electrical shock.



Fire Hazard icons alert you to the possibility of fire.



Hot Surface icons warn you not to touch machine parts that are hot.



Prohibition icons indicate actions that must not be performed.

**Bold** Bold style identifies the dial pad numbers of the Touchpanel or on the computer screen.

*Italics* Italicized style emphasizes an important point or refers you to a related topic.


`Courier New` Courier New font identifies the messages shown on the Touchscreen of the machine.

Follow all warnings and instructions marked on the product.

### **NOTE**

Most of the illustrations in this User's Guide show the MFC-L8850CDW.


# Accessing Brother Utilities (Windows®)

**Brother Utilities**  is an application launcher that offers convenient access to all Brother applications installed on your device.



1 (Windows® 7 / Windows Vista® / Windows® XP)

Click  (**Start**) menu, select **All Programs > Brother >**  **Brother Utilities**

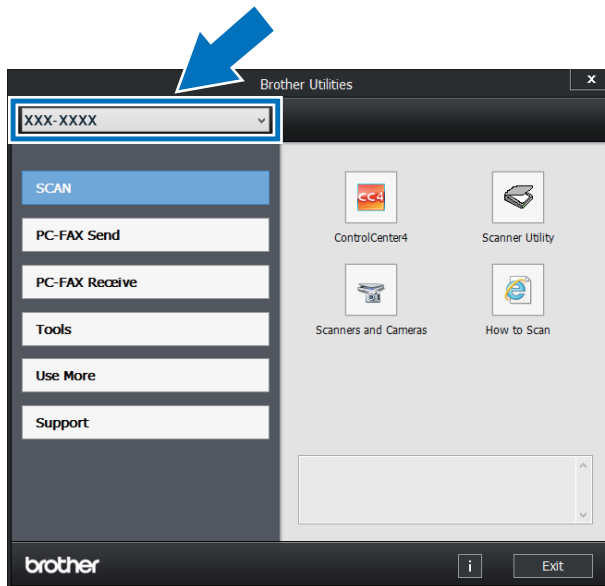
(Windows® 8)

Tap or click  (**Brother Utilities**) either on the Start screen or the desktop.

(Windows® 8.1)

Move your mouse to the lower left corner of the **Start** screen and click  (if you are using a touch-based device, swipe up from the bottom of the **Start** screen to bring up the **Apps** screen). When the **Apps** screen appears, tap or click  (**Brother Utilities**).

2 Select your machine.



3 Choose the operation you want to use.

# Accessing the Advanced User's Guide, and Software and Network User's Guide

This Basic User's Guide does not contain all the information about the machine such as how to use the advanced features for Fax, Copy, Printer, Scanner, PC-FAX and Network. When you are ready to learn detailed information about these operations, read the **Advanced User's Guide** and **Software and Network User's Guide** that are on the CD-ROM.


## NOTE


Macintosh: You can find the Advanced User's Guide, and Software and Network User's Guide on the Brother Solutions Center at <http://solutions.brother.com/>.

## Viewing Documentation


### Viewing Documentation (Windows®)

(Windows® 7 / Windows Vista® / Windows® XP)

To view the documentation, from  (**Start**) menu, select **All Programs > Brother >**

 **Brother Utilities**. Click the drop-down list and select your model name (if not already selected). Click **Support** in the left navigation bar, and then click **User's Guides**.

(Windows® 8)


Click  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **Support** in the left navigation bar, and then click **User's Guides**.

If you have not installed the software, you can find the documentation on the CD-ROM by following these steps:

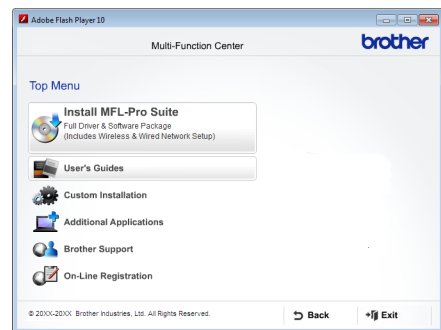
- 1 Turn on your computer. Insert the CD-ROM into your CD-ROM drive.

## NOTE

If the Brother screen does not appear, go to **Computer (My Computer)**.

(Windows® 8: Click  (File Explorer) on the taskbar, and then go to **Computer (This PC)**.) Double-click the CD-ROM icon, and then double-click **start.exe**.

- 2 If the model name screen appears, click your model name.
- 3 If the language screen appears, click your language. The CD-ROM Top Menu appears.



- 4 Click **User's Guides**.
- 5 Click **User's guides on the CD-ROM**. If the country screen appears, select your country. After the list of User's Guides appears, select the Guide you want.

### Viewing Documentation (Macintosh)

You can view and download User's Guides from the Brother Solutions Center at: <http://solutions.brother.com/>.

Click **Manuals** on your model's page to download the documentation.

## How to find Scanning instructions

There are several ways you can scan documents. You can find the instructions as follows:

### Software and Network User's Guide

- *Scanning*
- *ControlCenter*
- *Network Scanning*

### Nuance™ PaperPort™ 12SE How-to-Guides

#### (Windows®)

- The complete Nuance™ PaperPort™ 12SE How-to-Guides can be viewed from the Help tab in the Nuance™ PaperPort™ 12SE application.

### Presto! PageManager User's Guide (Macintosh)

#### NOTE

Presto! PageManager must be downloaded and installed before use (for further instructions, see *Accessing Brother Support (Macintosh)* on page 5.

- The complete Presto! PageManager User's Guide can be viewed from the Help section in the Presto! PageManager application.

### How to find Network setup instructions

Your machine can be connected to a wireless or wired network.

- Basic setup instructions: (see Quick Setup Guide.)
- Connection to a wireless access point or router supports Wi-Fi Protected Setup™ or AOSS™: (see Software and Network User's Guide.)
- More information about network setup: (see Software and Network User's Guide.)

## How to access the User's Guides for Advanced Features

You can view and download these Guides from the Brother Solutions Center at:

<http://solutions.brother.com/>

Click **Manuals** on your model's page to download the documentation.

### Google Cloud Print Guide

This Guide provides information about how to configure your Brother machine to a Google account and use Google Cloud Print™ services for printing over the Internet.

### Mobile Print/Scan Guide for Brother iPrint&Scan

This Guide provides useful information about printing from your mobile device and scanning from your Brother machine to your mobile device when connected on a Wi-Fi network.

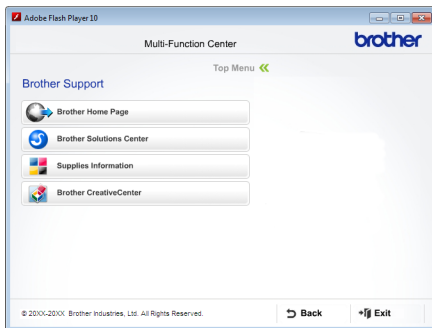
### Web Connect Guide

This Guide provides information about how to configure and use your Brother machine to scan, load and view images and files on certain websites that provide these services.

## Accessing Brother Support (Windows®)

You can find all the contacts you will need, such as web support (Brother Solutions Center) on the CD-ROM.

- Click **Brother Support** on the **Top Menu**. The Brother Support screen appears.



- To access our website (<http://www.brother.com/>), click **Brother Home Page**.
- For the latest news and product support information (<http://solutions.brother.com/>), click **Brother Solutions Center**.
- To visit our website for original Brother Supplies (<http://www.brother.com/original/>), click **Supplies Information**.
- To access the Brother CreativeCenter (<http://www.brother.com/creativecenter/>) for FREE photo projects and printable downloads, click **Brother CreativeCenter**.
- To return to the **Top Menu**, click **Back** or if you have finished, click **Exit**.

## Accessing Brother Support (Macintosh)

You can find all the contacts you will need, such as web support.

Visit the Brother Solutions Center at <http://solutions.brother.com/>.


## Control panel overview

MFC-L8600CDW has a 3.7 in. (93.4 mm) Touchscreen LCD and Touchpanel.  
MFC-L8850CDW and MFC-L9550CDW have a 4.85 in. (123.2 mm) Touchscreen LCD and Touchpanel.



### NOTE

The illustrations of the control panel are based on MFC-L9550CDW.

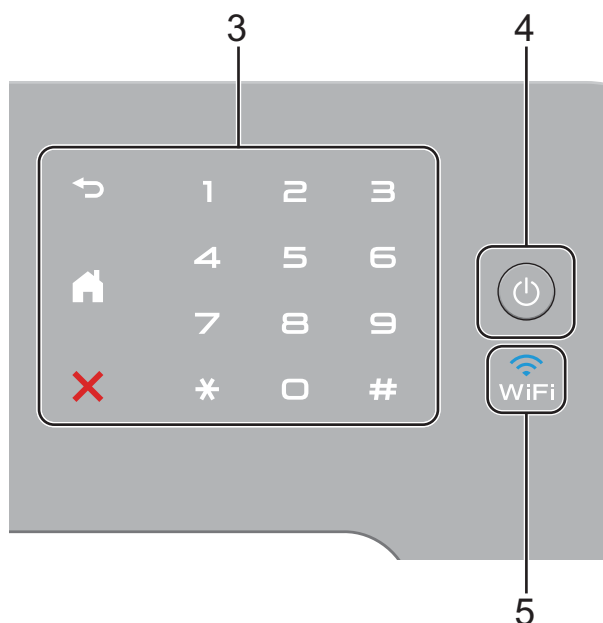
1  **NFC (Near Field Communication) Reader (MFC-L9550CDW)**

You can use card authentication by touching the IC card to the NFC Reader on the control panel.




2 **Touchscreen LCD (Liquid Crystal Display)**

This is a Touchscreen LCD. You can access the menus and options by pressing them when they are displayed on this screen.







### 3 Touchpanel:

-  **Back**  
Press to go back to the previous menu level.
-  **Home**  
Press to return to the Home screen. The factory setting displays the date and time, but you can change the Home screen's default setting (see *Setting the Ready screen* on page 12.)
-  **Cancel**  
Press to cancel an operation.
- **Dial Pad**  
Press the numbers on the Touchpanel to dial telephone and fax numbers or to enter the number of copies.

### 4 **Power On/Off**

Press  to turn on the machine.

Press and hold down  to turn off the machine. The Touchscreen LCD displays *Shutting Down* and stays on for a few seconds before going off.

### 5 **WiFi**

The Wi-Fi light is on when your Brother machine is connected to a wireless access point.

## Touchscreen LCD

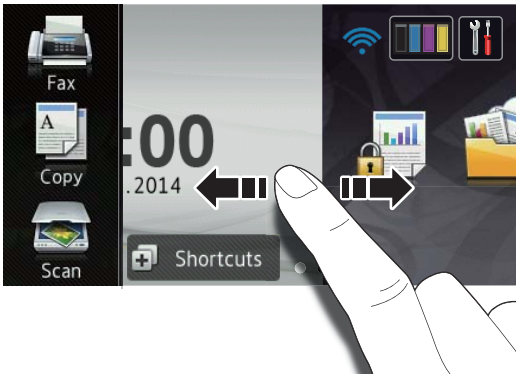
You can select three types of screens for the Home screen. When the Home screen is displayed, you can change the displayed screen by swiping left or right, or pressing ◀ or ▶.

The following screens display the machines status when the machine is idle.

	<p><b>Home screen</b></p> <p>The Home screen displays the date and time and provides access to Fax, Copy, Scan, Wi-Fi setup, Toner levels, Setup and the Shortcuts screens.</p> <p>When the Home screen is displayed the machine is in Ready mode. When Secure Function Lock <sup>1</sup> is turned on an icon will be displayed. When Active Directory Authentication <sup>1</sup> is enabled, the machine's control panel will be locked.</p> <p><sup>1</sup> See Advanced User's Guide.</p>
	<p><b>More1 screen</b></p> <p>The More1 screen provides access to the Shortcuts screen and additional features, such as Secure Print, Web Shortcut and Apps.</p>
	<p><b>More2 screens</b></p> <p>The More2 screen provides access to the Shortcuts screen and the USB menu.</p>

**NOTE**

Swiping is a type of user operation on the Touchscreen that is performed by brushing your finger across the screen to display the next page or item.



**1 Modes:**

- Fax  
Lets you access Fax mode.
- Copy  
Lets you access Copy mode.
- Scan  
Lets you access Scan mode.

**2 WiFi (Wi-Fi Setup)**

A four-level indicator on the Ready mode screen displays the current wireless signal strength if you are using a wireless connection.



You can easily configure the wireless settings by pressing **WiFi** (for more information, see Software and Network User's Guide.)

**3 (Toner)**

See the remaining toner life.  
Press to access the **Toner** menu.

**NOTE**

The remaining toner life will vary depending on the types of documents printed and customer's usage.

**4 (Settings)**

Press to access the main settings (for more information, see *Settings screen* on page 11).

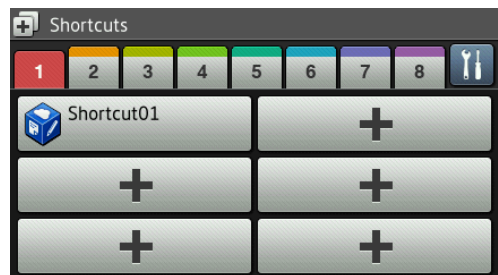
**5 Date and Time**

See the date and time that has been set in the machine.

**6 Shortcuts (Shortcuts)**

Press to set up Shortcuts.  
You can quickly copy, scan, send a fax and connect to a web service using the options set as Shortcuts.

**NOTE**



Eight Shortcut tabs are available. You can set up to six Shortcuts in each Shortcut tab. A total of 48 Shortcuts are available.

**7 Secure Print**

Lets you access the secure print menu.

8 **Web**

Press to connect the Brother machine to an Internet service (for more information, see Web Connect Guide).

9 **Apps**

Apps may have been added and/or app names may have been changed by the provider since this document was published (for more information, see Web Connect Guide).

10 **USB**

Press to access the Direct Print and Scan to USB menus.


11 **New Fax**

When Fax Preview is set to On, you can see how many new faxes you received into the memory.



12 **Warning icon** !



The warning icon ! appears when there is an error or maintenance message; press *Detail* to view it, and then press  to return to Ready mode.


For details, see *Error and maintenance messages* on page 128.

**NOTE**

- This product adopts the font of ARPHIC TECHNOLOGY CO.,LTD.
- MascotCapsule UI Framework and MascotCapsule Tangiblet developed by HI CORPORATION are used. MascotCapsule is a registered trademark of HI CORPORATION in Japan.



## Settings screen

The Touchscreen displays the machines settings when you press .

You can check and access all the machine's settings from the following screen.



### 1 Toner

See the remaining toner life.

Press to access the `Toner` menu.

### 2 Receive Mode

See the current Receive Mode.

- Fax
- Fax/Tel
- External TAD
- Manual

## NOTE

When the Distinctive Ring feature is turned on, the Touchscreen shows `D/R` (for more information, see *Distinctive Ring* on page 53, *FaxAbility* on page 55 or *Distinctive Ringing (For Singapore and Hong Kong)* on page 57).

### 3 Network

Press to set up a network connection.

A four level indicator on the screen shows the current wireless signal strength if you are using a wireless connection.

### 4 (Date & Time)

See the date and time.

Press to access the `Date & Time` menu.

### 5 Fax Preview

See the Fax Preview status.

Press to access the Fax Preview setting.

### 6 All Settings

Press to access the full settings menu.

### 7 Tray Setting


See the selected paper size. Press to change the paper size and paper type settings if needed.



### 8 Wi-Fi Direct

Press to set up a Wi-Fi Direct™ network connection.

## Setting the Ready screen

Set the Ready screen to either Home, More1 or More2.

When the machine is idle or you press , the Touchscreen will return to the screen you set.

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display General Setup.
- 4 Press General Setup.
- 5 Swipe up or down, or press ▲ or ▼ to display Button Settings.
- 6 Press Button Settings.
- 7 Press Home Button Settings.
- 8 Press Home, More1 or More2.
- 9 Press .  
The machine will go to your chosen Home screen.


## Basic Operations

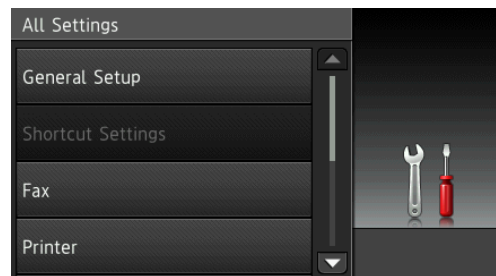
Press your finger on the Touchscreen to operate it. To display and access all the screen menus or options, swipe left, right, up, down, or press ◀▶ or ▲▼ to scroll through them.

### IMPORTANT

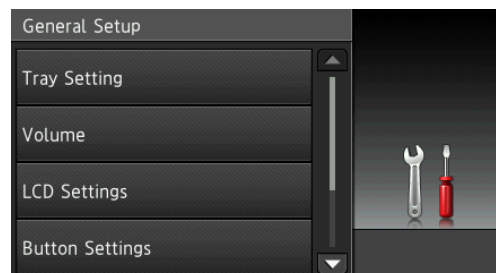
DO NOT press the Touchscreen with a sharp object, such as a pen or stylus. It may damage the machine.

The following steps explain how to change a setting in the machine. In this example, the Touchscreen Backlight setting is changed from Light to Med.

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display General Setup.

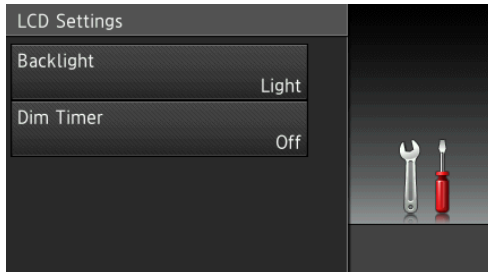


- 4 Press General Setup.
- 5 Swipe up or down, or press ▲ or ▼ to display LCD Settings.

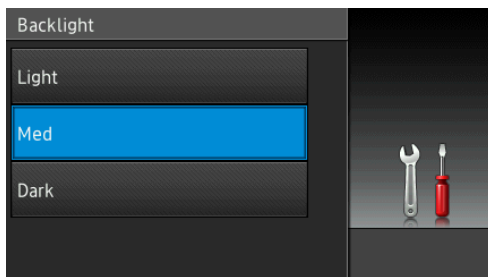


6 Press LCD Settings.


7 Press Backlight.



8 Press Med.



## NOTE

Press  to go back to the previous level.

9 Press .



## Shortcut Settings

You can add the fax, copy, scan and Web Connect settings you use most frequently by setting them as your Shortcuts. Later you can recall and apply these settings quickly and easily. You can add up to 48 Shortcuts.

### Adding Copy Shortcuts

The following settings can be included in a copy Shortcut:

- Quality
- Enlarge/Reduce
- Density
- Contrast
- Stack/Sort
- Page Layout
- Colour Adjust
- 2-sided Copy
- 2-sided Copy Page Layout (MFC-L8850CDW and MFC-L9550CDW)
- Tray Use
- Remove Background Colour


- 1 Press  Shortcuts .
- 2 Press a tab from 1 to 8.
- 3 Press  where you have not added a Shortcut.
- 4 Press Copy.
- 5 Read the information on the Touchscreen, and then confirm it by pressing OK.
- 6 Swipe up or down, or press ▲ or ▼ to display the copy presets, and then press the preset you want.


- 7 Swipe up or down, or press ▲ or ▼ to display the available settings, and then press the setting you want.
- 8 Swipe up or down, or press ▲ or ▼ to display the available options for the setting, and then press the option you want.  
Repeat steps 7 and 8 until you have selected all the settings for this Shortcut.
- 9 When you have finished changing the settings, press `Save as Shortcut`.
- 10 Read and confirm the displayed list of settings you selected, and then press `OK`.
- 11 Enter a name for the Shortcut using the keyboard on the machine's Touchscreen. (To help you enter characters, see *Entering text* on page 227.)  
Press `OK`.
- 12 Press `OK` to save your Shortcut.

## Adding Fax Shortcuts

The following settings can be included in a fax Shortcut:

- Address
- Fax Resolution
- 2-sided Fax  
(MFC-L8850CDW and MFC-L9550CDW)
- Contrast
- Broadcasting
- Real Time TX
- Coverage Setup
- Overseas Mode
- Glass Scan Size

- 1 Press  `Shortcuts`.
- 2 Press a tab from 1 to 8.

- 3 Press  where you have not added a Shortcut.
- 4 Press `Fax`.
- 5 Read the information on the Touchscreen, and then confirm it by pressing `OK`.
- 6 Enter the fax or telephone number using the dial pad on the Touchpanel, the Address Book or the Call History on the Touchscreen. When you have finished, go to step 7.

### NOTE

- You can enter up to 20 digits for a fax number.
- If the Shortcut is to be used for broadcasting, press `Options` and select `Broadcasting` in step 8 before entering the fax or telephone number in step 6.
- You can enter up to 20 fax numbers if the Shortcut is for broadcasting. The fax numbers can be entered in any combination of Group numbers from the Address Book, individual fax numbers from the Address Book or numbers entered manually (see *Advanced User's Guide*).
- When you enter a fax number in a Shortcut, it will be added automatically to the Address Book. The name in the Address Book will be the Shortcut name plus a sequential number.

- 7 Press `Options`.
- 8 Swipe up or down, or press ▲ or ▼ to display the available settings, and then press the setting you want.
- 9 Press the option you want.  
Repeat steps 8 and 9 until you have selected all the settings for this Shortcut.  
Press `OK`.
- 10 When you have finished changing the settings, press `Save as Shortcut`.



- 11 Read and confirm the displayed list of settings you selected, and then press **OK**.
- 12 Enter a name for the Shortcut using the keyboard on the machine's Touchscreen. (To help you enter letters, see *Entering text* on page 227.) Press **OK**.
- 13 Press **OK** to save your Shortcut.

## Adding Scan Shortcuts

The following settings can be included in a scan Shortcut:

to **USB**

- 2-sided Scan (MFC-L8850CDW and MFC-L9550CDW)
- Scan Type
- Resolution
- File Type
- Glass Scan Size
- File Name
- File Size
- Remove Background Colour

to **E-mail Server** (MFC-L8600CDW is supported only after IFAX is downloaded)



- Address
- 2-sided Scan (MFC-L8850CDW and MFC-L9550CDW)
- Scan Type
- Resolution
- File Type
- Glass Scan Size
- File Size

to **OCR** / to **File** / to **Image** / to **E-mail**

- **PC Select**

to **FTP/SFTP** / to **Network**

- **Profile Name**

- 1 Press  **Shortcuts**.
- 2 Press a tab from 1 to 8.
- 3 Press  where you have not added a Shortcut.
- 4 Press **Scan**.
- 5 Swipe up or down, or press **▲** or **▼** to display the type of scan you want, and then press it.
- 6 Do one of the following:
  - If you pressed to **USB**, read the information on the Touchscreen, and then press **OK** to confirm it. Go to step 9.
  - If you pressed to **E-mail Server**, read the information on the Touchscreen, and then press **OK** to confirm it. Go to step 7.
  - If you pressed to **OCR**, to **File**, to **Image** or to **E-mail**, read the information on the Touchscreen, and then press **OK** to confirm it. Go to step 8.
  - If you pressed to **FTP/SFTP** or to **Network**, read the information on the Touchscreen, and then press **OK** to confirm it.
 

Swipe up or down, or press **▲** or **▼** to display the Profile Name, and then press it.

Press **OK** to confirm the Profile Name you have selected. Go to step 14.

### NOTE

To add a Shortcut for to **FTP/SFTP** and to **Network** you must have added the Profile Name beforehand.

- 7** Do one of the following:
- To enter an E-mail address manually, press **Manual**. Enter the E-mail address using the keyboard on the machine's Touchscreen. (To help you enter letters, see *Entering text* on page 227.)  
Press **OK**.
  - To enter an E-mail address from the **Address Book**, press **Address Book**. Swipe up or down, or press **▲** or **▼** to display the E-mail address you want, and then press it.  
Press **OK**.

After you confirm the E-mail address you entered, press **OK**. Go to step **9**.

## NOTE

Press **Detail** to view the list of addresses you have entered.

- 8** Do one of the following:
- When the machine is connected to a computer using a USB connection:  
Press **OK** to confirm USB is selected as the PC Name. Go to step **14**.
  - When the machine is connected to a network:  
Swipe up or down, or press **▲** or **▼** to display the PC Name, and then press it. Press **OK** to confirm the PC Name you selected. Go to step **14**.
- 9** Press **Options**.
- 10** Swipe up or down, or press **▲** or **▼** to display the available settings, and then press the setting you want.
- 11** Swipe up or down, or press **▲** or **▼** to display the available options for the setting, and then press the option you want.  
Repeat steps **10** and **11** until you have selected all the settings for this Shortcut.  
Press **OK**.

- 12** Review the settings you have selected:
- If you need to make additional changes, return to step **9**.
  - If you are satisfied with your changes, press **Save as Shortcut**.
- 13** Review your settings on the Touchscreen, and then press **OK**.
- 14** Enter a name for the Shortcut using the keyboard on the machine's Touchscreen. (To help you enter letters, see *Entering text* on page 227.)  
Press **OK**.
- 15** Read the information on the Touchscreen, and then press **OK** to save your Shortcut.



## Adding Web Connect Shortcuts

The settings for these services can be included in a Web Connect Shortcut:

- Skydrive®
- Box
- Picasa Web Albums™
- Google Drive™
- Flickr®
- Facebook
- Evernote®
- Dropbox

## NOTE

- Web services may have been added and/or service names may have been changed by the provider since this document was published.
- To add a Web Connect Shortcut, you must have an account with the desired service (for more information, see *Web Connect Guide*).

- 1 Press  Shortcuts .
- 2 Press a tab from 1 to 8.
- 3 Press  where you have not added a Shortcut.
- 4 Press Web.
- 5 If information about the Internet connection is displayed, read the information and confirm it by pressing OK.

### NOTE

Occasionally, updates or announcements about your machine's feature will be displayed on the machine's Touchscreen. Read the information, and then press OK.

- 6 Swipe left or right, or press ◀ or ▶ to display the available services, and then press your desired service.
- 7 Press your account.  
If the account needs a PIN code, enter the PIN for the account using the keyboard on the machine's Touchscreen.  
Press OK.
- 8 Press the function you want.

### NOTE

The functions that can be set vary depending on the selected service.

- 9 Read and confirm the displayed list of functions you selected, and then press OK.
- 10 Enter a name for the Shortcut using the keyboard on the Touchscreen. (For help entering letters, see *Entering text* on page 227.)  
Press OK.
- 11 Press OK to save your Shortcut.



## Adding Apps Shortcuts

The settings for these services can be included in an Apps Shortcut:

- NoteScan
- Outline&Scan
- Outline&Copy

### NOTE

Web services may have been added and/or service names may have been changed by the provider since this document was published.

- 1 Press  Shortcuts .
- 2 Press a tab from 1 to 8.
- 3 Press  where you have not added a Shortcut.
- 4 Press Apps.
- 5 If information about the Internet connection is displayed, read the information and confirm it by pressing OK.

### NOTE

Occasionally, updates or announcements about your machine's feature will be displayed on the Touchscreen.

Read the information, and then press OK.

- 6 Swipe left or right, or press ◀ or ▶ to display the available apps, and then press your desired app.
- 7 Press your account.  
If the account needs a PIN code, enter the PIN for the account using the keyboard on the machine's Touchscreen.  
Press OK.
- 8 Press the app you want.

- 9 Read and confirm the displayed list of apps you selected, and then press **OK**.
- 10 Enter a name for the Shortcut using the keyboard on the machine's Touchscreen. (For help entering letters, see *Entering text* on page 227.) Press **OK**.
- 11 Press **OK** to save your Shortcut.


## Changing Shortcuts


You can change the settings in a Shortcut.

### NOTE

You cannot change a Web Connect Shortcut. If you want to change the Shortcut, you must delete it, and then add a new Shortcut.



(For more information, see *Deleting Shortcuts* on page 19 and *Adding Web Connect Shortcuts* on page 16.)

- 1 Press .
- 2 Press a tab from 1 to 8 to display the Shortcut you want to change.
- 3 Press the Shortcut you want. The settings for the Shortcut that you chose are displayed.
- 4 Change the settings for the Shortcut you chose in step 3 (for more information, see *Shortcut Settings* on page 13).
- 5 When you have finished changing settings, press **Save as Shortcut**.
- 6 Press **OK** to confirm.
- 7 Do one of the following:
  - To overwrite the Shortcut, press **Yes**. Go to step 9.
  - If you do not want to overwrite the Shortcut, press **No** to enter a new Shortcut name. Go to step 8.

- 8 To create a new Shortcut, hold down  to delete the current name, and then enter a new name using the keyboard on the machine's Touchscreen. (To help you enter letters, see *Entering text* on page 227.) Press **OK**.
- 9 Press **OK** to confirm.


## Editing Shortcut Names

You can edit a Shortcut name.

- 1 Press .
- 2 Press a tab from 1 to 8 to display the Shortcut you want.
- 3 Press .



### NOTE

You can also press , **All Settings** and **Shortcut Settings**.

- 4 Press the Shortcut.
- 5 Press **Edit Shortcut Name**.
- 6 To edit the name, hold down  to delete the current name, and then enter a new name using the keyboard on the machine's Touchscreen. (To help you enter letters, see *Entering text* on page 227.) Press **OK**.

## Deleting Shortcuts

You can delete a Shortcut.

- 1 Press  Shortcuts.
- 2 Press a tab from 1 to 8 to display the Shortcut you want.
- 3 Press .

### NOTE

You can also press , All Settings and Shortcut Settings.



- 4 Press the Shortcut.
- 5 Press **Delete** to delete the Shortcut that you chose in step 4.
- 6 Press **Yes** to confirm.

## Recalling Shortcuts

The Shortcut settings are displayed on the Shortcut screen. To recall a Shortcut, simply press the Shortcut name.


## Set the date and time

The Touchscreen displays the date and time. You can also add the current date and time to each fax you send by setting your Station ID (see *Enter personal information (Station ID)* on page 20).

- 1 Press .
- 2 Press .
- 3 Press **Date**.
- 4 Enter the last two digits of the year using the numbers on the Touchscreen, and then press **OK**.




(e.g., Enter 1, 4 for 2014.)



- 5 Enter the two digits for the month using the numbers on the Touchscreen, and then press **OK**.
- 6 Enter the two digits for the day using the numbers on the Touchscreen, and then press **OK**.
- 7 Press **Time**.
- 8 Enter the time in 24-hour format using the numbers on the Touchscreen, and then press **OK**.
- 9 Press .

## Enter personal information (Station ID)

Set the machine's Station ID if you want the date and time to appear on each fax you send.

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display Initial Setup.  
Press Initial Setup.
- 4 Swipe up or down, or press ▲ or ▼ to display Station ID.  
Press Station ID.
- 5 Press Fax.
- 6 Enter your fax number (up to 20 digits) using the numbers on the Touchscreen, and then press OK.
- 7 Press Tel.
- 8 Enter your telephone number (up to 20 digits) using the numbers on the Touchscreen, and then press OK. If your telephone number and fax number are the same, enter the same number again.
- 9 Press Name.
- 10 Use the Touchscreen to enter your name (up to 20 characters), and then press OK.

### NOTE

- To enter numbers or special characters, press  repeatedly until the character you want to enter appears, then press the character you want.
- If you entered a character incorrectly and want to change it, press ◀ or ▶ to move the cursor to the incorrect character, then press .
- To enter a space, press Space.
- For more details, see *Entering text* on page 227.



- 
- 11 Press .

# Volume settings

## Ring volume

---


You can choose from a range of ring volume levels.

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display General Setup.
- 4 Press General Setup.
- 5 Swipe up or down, or press ▲ or ▼ to display Volume.
- 6 Press Volume.
- 7 Press Ring.
- 8 Press Off, Low, Med or High.
- 9 Press .

## Beeper volume

---

When the beeper is on, the machine will beep when you press a button, make a mistake, or after you send or receive a fax. You can choose from a range of volume levels.



- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display General Setup.
- 4 Press General Setup.
- 5 Swipe up or down, or press ▲ or ▼ to display Volume.
- 6 Press Volume.

- 7 Press Beep.
- 8 Press Off, Low, Med or High.
- 9 Press .

## Speaker volume

---

You can choose from a range of speaker volume levels.

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display General Setup.
- 4 Press General Setup.
- 5 Swipe up or down, or press ▲ or ▼ to display Volume.
- 6 Press Volume.
- 7 Press Speaker.
- 8 Press Off, Low, Med or High.
- 9 Press .

# 2

## Loading paper

### Loading paper and print media

The machine can feed paper from the standard paper tray, multi-purpose tray or optional lower tray.

#### NOTE

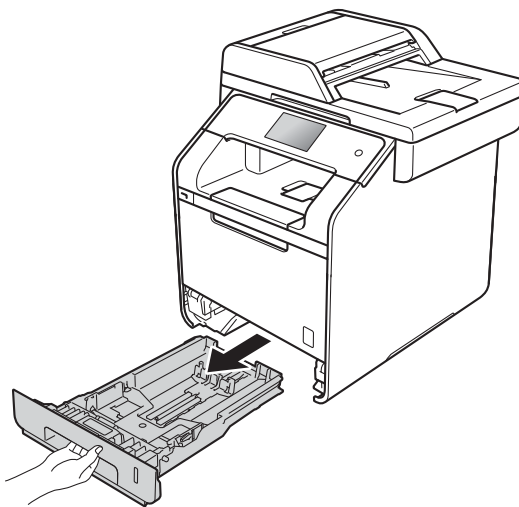
If your application software supports paper size selection on the print menu, you can select it through the software. If your application software does not support it, you can set the paper size in the printer driver or by pressing the buttons on the Touchscreen.

### Loading paper in the standard paper tray and the optional lower tray

You can load up to 250 sheets in the standard paper tray (Tray 1). You can also load up to 500 sheets in the optional lower tray (Tray 2). Paper can be loaded up to the maximum paper mark (▼▼▼) on the right side of the paper tray (for recommended paper, see *Acceptable paper and other print media* on page 33).

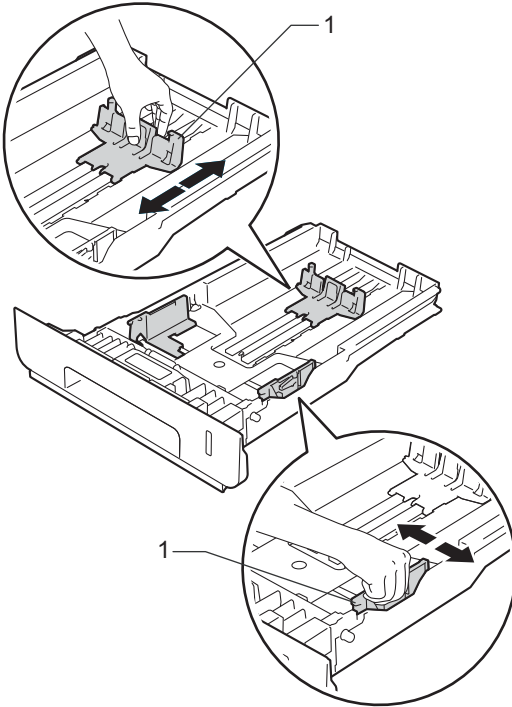
### Printing on plain paper, thin paper or recycled paper from Tray 1 and Tray 2

- 1 Pull the paper tray completely out of the machine.

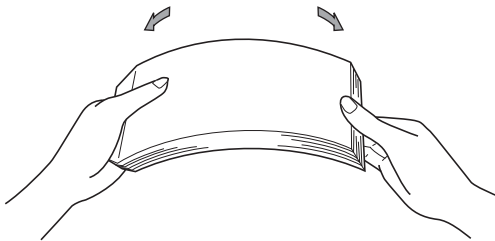




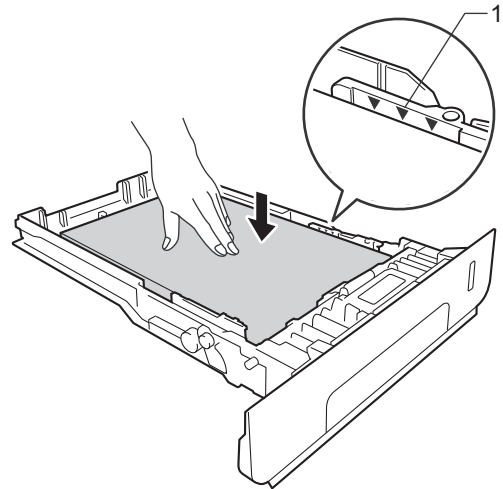
- 2 While pressing the blue paper-guide release levers (1), slide the paper guides to fit the paper you are loading in the tray. Make sure the guides are firmly in the slots.



- 3 Fan the stack of paper well to avoid paper jams and misfeeds.

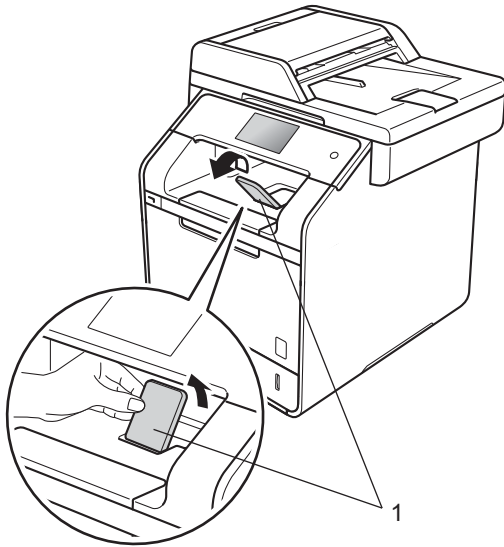


- 4 Load paper in the tray and make sure:
- The paper is below the maximum paper mark (▼▼▼) (1), as overfilling the paper tray will cause paper jams.
  - The side to be printed on is *face down*.
  - The paper guides touch the sides of the paper so it will feed correctly.



- 5 Put the paper tray *firmly* back in the machine. Make sure the tray is completely inserted into the machine.

- 6 Lift up the support flap (1) to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.



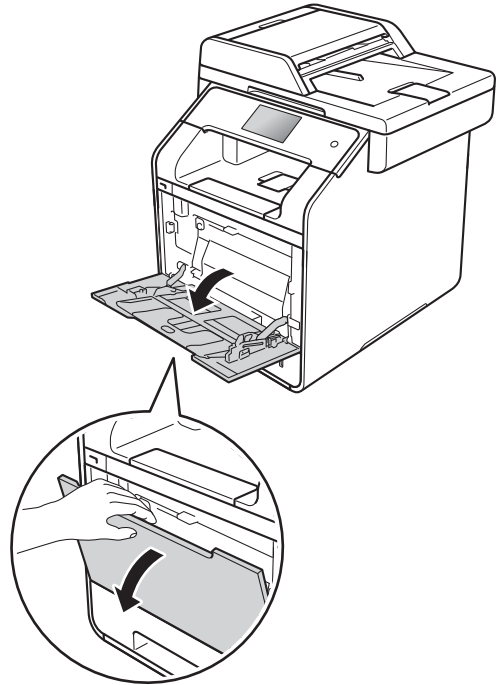
- 7 Send the print job to the machine.

## Loading paper in the multi-purpose tray (MP tray)

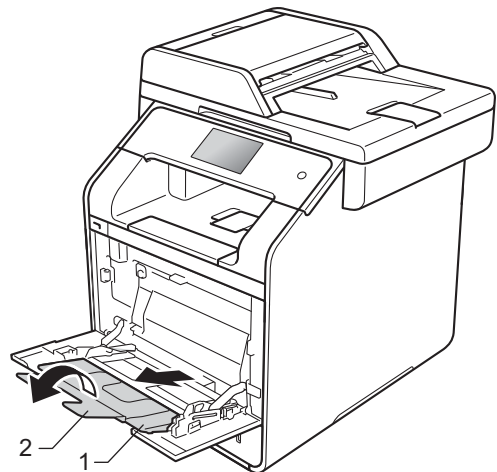
You can load up to three envelopes, one sheet of glossy paper, other special print media, or up to 50 sheets of plain paper in the MP tray. Use this tray to print or copy on thick paper, bond paper, labels, envelopes or glossy paper. (For the recommended paper to use, see *Acceptable paper and other print media* on page 33).

## Printing on plain paper, thin paper, recycled paper, bond paper or glossy paper from the MP tray

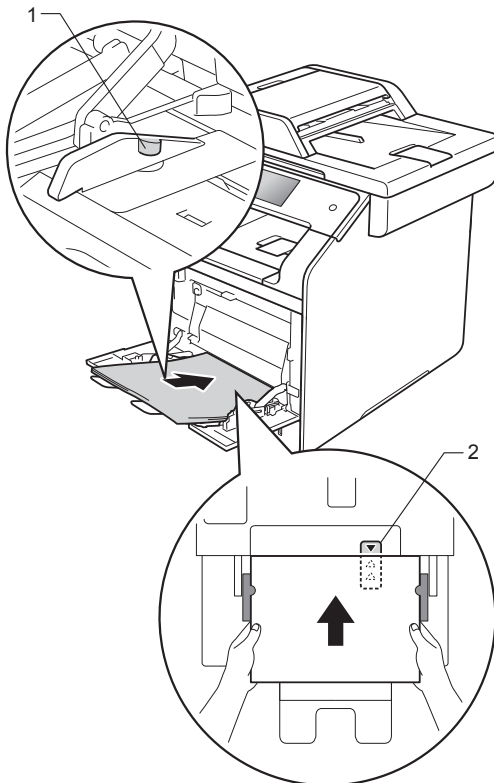
- 1 Open the MP tray and lower it gently.



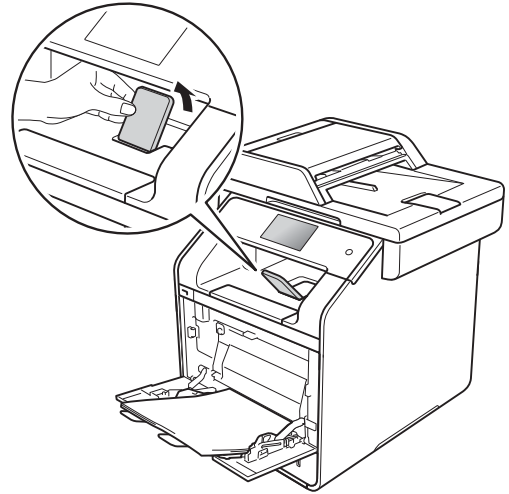
- 2 Pull out the MP tray support (1) and unfold the flap (2).



- 3 Load paper in the MP tray and make sure:
- The paper stays under the maximum paper tab (1).
  - The top edge of the paper is positioned between the ▲ and ▼ arrows (2).
  - The side to be printed on must be face up with the leading edge (top of the paper) in first.
  - The paper guides touch the sides of the paper so it will feed correctly.



- 4 Lift up the support flap to prevent paper from sliding off the face-down output tray, or remove each page as soon as it comes out of the machine.



- 5 Send the print job to the machine.

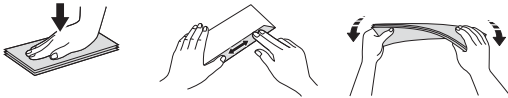
## NOTE

When you are using glossy paper, put only one sheet at a time in the MP tray to avoid a paper jam.

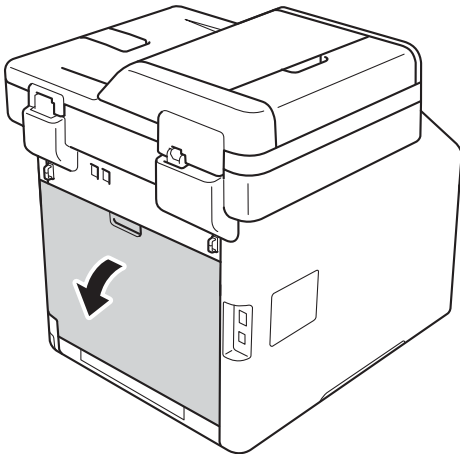
## Printing on thick paper, labels and envelopes from the MP tray

When the back cover (face-up output tray) is pulled down, the machine has a straight paper path from the MP tray through to the back of the machine. Use this paper feed and output method when you want to print on thick paper, labels or envelopes. (For recommended paper to use, see *Acceptable paper and other print media* on page 33 and *Envelopes* on page 36.)

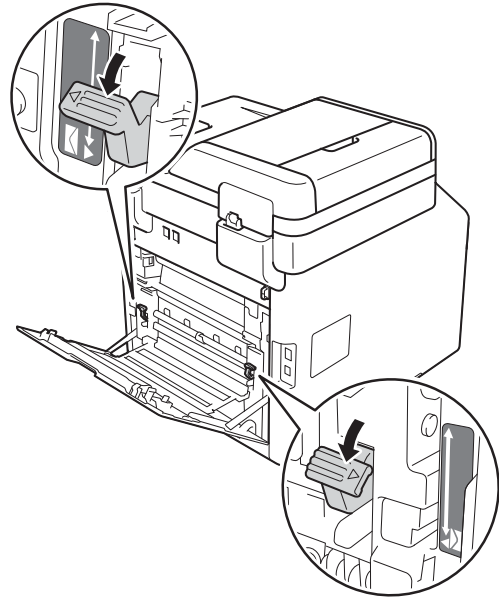
Before loading, press the corners and sides of the envelopes to make them as flat as possible.



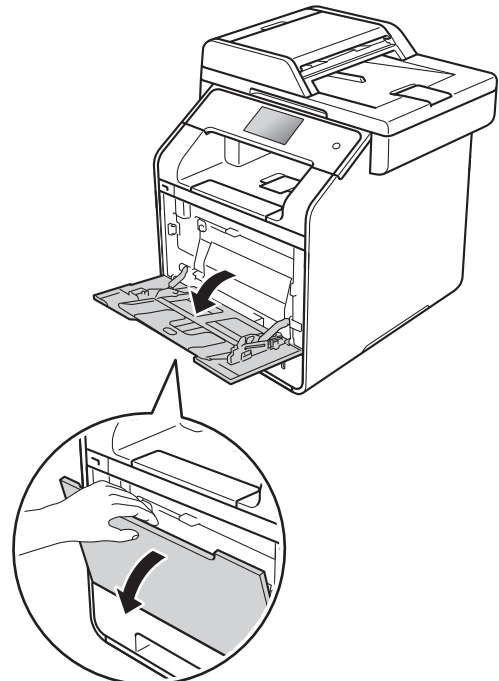
- 1 Open the back cover (face-up output tray).



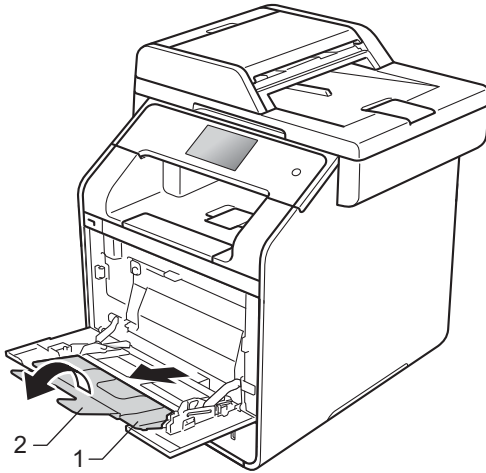
- 2 (For printing envelopes only) Pull down the two grey levers, one on the left side and one on the right side, as shown in the illustration below.



- 3 Open the MP tray and lower it gently.

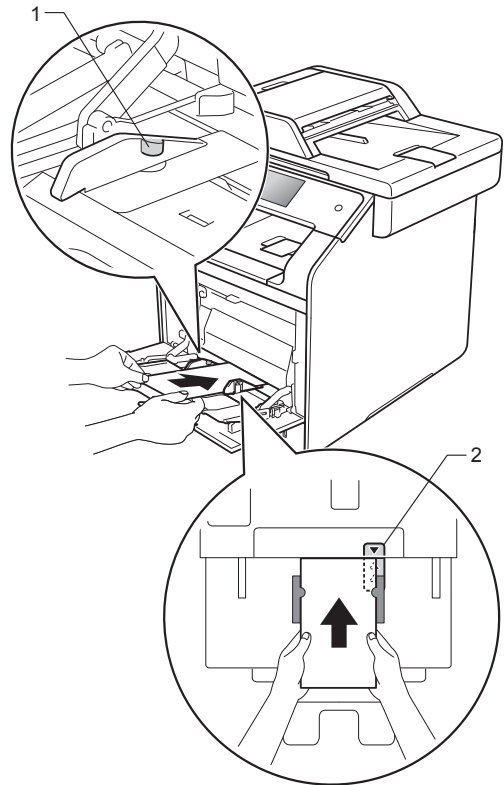


- 4 Pull out the MP tray support (1) and unfold the flap (2).



- 5 Load paper, labels or envelopes in the MP tray. Make sure:

- The number of envelopes in the MP tray does not exceed three.
- The paper, labels or envelopes stay under the maximum paper tab (1).
- The top edge of the paper is positioned between the ▲ and ▼ arrows (2).
- The side to be printed on must be face up.



- 6 Send the print job to the machine.

## NOTE

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- Remove each envelope as soon as it has been printed. Stacking the envelopes may cause them to jam or curl.
- If envelopes or thick paper get smudged during printing set the **Media Type** to **Env. Thick** or **Thicker Paper** to increase the fixing temperature.
- If the envelopes are creased after they are printed, see *Improving the print quality* on page 160.
- If your thick paper curls during printing, load only one sheet at a time in the MP tray.
- Envelope joints that are sealed by the manufacturer should be secure.
- All sides of the envelope should be correctly folded without wrinkles or creases.

- 7 (For printing envelopes only)  
When you have finished printing, reset the two grey levers that you pulled down in step 2 back to their original positions.

- 8 Close the back cover (face-up output tray).

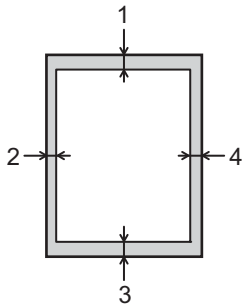
## NOTE

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- For 2-sided printing of copies and received faxes, see *Advanced User's Guide*.
  - For 2-sided printing using your computer, see *Software and Network User's Guide*.
-

## Unscannable and unprintable areas

The figures in the table show maximum unscannable and unprintable areas. These areas may vary depending on the paper size or settings in the application you are using.



Usage	Document Size	Top (1) Bottom (3)	Left (2) Right (4)
Fax (Sending)	Letter	3 mm	4 mm
	A4	3 mm	(ADF) 1 mm (Scanner Glass) 3 mm
	Legal	3 mm	4 mm
Copy*  *a single copy or a 1 in 1 copy	Letter	4 mm	4 mm
	A4	4 mm	3 mm
	Legal	4 mm	4 mm
Scan	Letter	3 mm	3 mm
	A4	3 mm	3 mm
	Legal (ADF)	Approx. 3 mm	Approx. 3 mm
Print	Letter	4.2 mm	4.2 mm
	A4	4.2 mm	4.2 mm
	Legal	4.2 mm	4.2 mm

# Paper settings

## Paper Size

When you change the size of paper in the tray, you must also change the setting for paper size at the same time so your machine can fit the document or an incoming fax on the page.


You can use the following sizes of paper.

### For printing copies:

A4, Letter, Legal, Executive, B5(JIS), A5, A5 L (Long Edge), A6 and Folio (215.9 mm × 330.2 mm)

### For printing faxes:

A4, Letter, Legal or Folio (215.9 mm × 330.2 mm)

- 1 Press .
- 2 Press Tray Setting.
- 3 Press Paper Size.
- 4 Press MP Tray, Tray #1 or Tray #2<sup>1</sup>.
- 5 Swipe up or down, or press ▲ or ▼ to display A4, Letter, B5 (JIS), B5 (ISO)<sup>2</sup>, A5, A5 (Long Edge)<sup>3</sup>, A6<sup>3</sup>, Executive, Legal, Folio, 3"×5"<sup>2</sup>, Com-10<sup>2</sup>, Monarch<sup>2</sup>, C5<sup>2</sup>, DL<sup>2</sup>, and press the option you want.

- 6 Press .

<sup>1</sup> Tray #2 appears only if the optional lower tray is installed.

<sup>2</sup> MP Tray only



<sup>3</sup> MP Tray and Tray #1 only

## NOTE

- When an appropriate size is not in the tray, received faxes will be stored in the machine's memory and *Size mismatch* will appear on the Touchscreen (for more information, see *Error and maintenance messages* on page 128).
- If the tray is out of paper and received faxes are in the machine's memory, *No Paper* will appear on the Touchscreen. Insert paper in the empty tray.

## Paper Type

To get the best print quality set the machine for the type of paper you are using.

- 1 Press .
- 2 Press Tray Setting.
- 3 Press Paper Type.
- 4 Press MP Tray, Tray #1 or Tray #2<sup>1</sup>.
- 5 Swipe up or down, or press ▲ or ▼ to display Thin, Plain Paper, Thick<sup>2</sup>, Thicker<sup>2</sup>, Recycled Paper, Bond Paper<sup>2</sup>, Label<sup>2</sup>, Envelope<sup>2</sup>, Env. Thin<sup>2</sup>, Env. Thick<sup>2</sup>, Glossy Paper<sup>2</sup>, and press the option you want.
- 6 Press .

<sup>1</sup> Tray #2 appears only if the optional lower tray is installed.

<sup>2</sup> MP Tray only





## Tray Use in Copy mode

You can change the priority tray that the machine will use for printing copies.

When you choose **Tray#1 Only**, **MP Only** or **Tray#2 Only**<sup>1</sup>, the machine pulls the paper only from that tray. If the selected tray is out of paper, **No Paper** will appear on the Touchscreen. Insert the paper in the empty tray.

To change the tray setting follow the instructions below:

- 1 Press .
- 2 Press **Tray Setting**.
- 3 Press **Tray Use: Copy**.
- 4 Swipe up or down, or press ▲ or ▼ to choose **Tray#1 Only**, **Tray#2 Only**<sup>1</sup>, **MP Only**, **MP>T1>T2**<sup>1</sup>, **MP>T2>T1**<sup>1</sup>, **T1>T2>MP**<sup>1</sup> or **T2>T1>MP**<sup>1</sup>, and press the option you want.
- 5 Press .

<sup>1</sup> **Tray#2 Only** and **T2** appear only if the optional lower tray is installed.

### NOTE

- When loading the documents in the ADF and **MP>T1>T2**, **T1>T2>MP** or **T2>T1>MP** is selected, the machine looks for the tray with the most suitable paper and pulls paper from that tray. If no tray has suitable paper, the machine pulls paper from the higher priority tray.
- When using the scanner glass, your document is copied from the higher priority tray even if more suitable paper is in another paper tray.

## Tray Use in Fax mode

You can change the default tray that the machine will use for printing received faxes.

When you choose **Tray#1 Only**, **MP Only** or **Tray#2 Only**<sup>1</sup>, the machine pulls the paper only from that tray. If the selected tray is out of paper, **No Paper** will appear on the Touchscreen. Insert the paper in the empty tray.

When you choose **MP>T1>T2**<sup>1</sup>, the machine pulls paper from the MP tray until it is empty, then from Tray 1, and then from Tray 2.

When you choose **MP>T2>T1**<sup>1</sup>, the machine pulls paper from the MP tray until it is empty, then from Tray 2, and then from Tray 1.

When you choose **T1>T2>MP**<sup>1</sup>, the machine pulls paper from Tray 1 until it is empty, then from Tray 2, and then from the MP tray.

When you choose **T2>T1>MP**<sup>1</sup>, the machine pulls paper from Tray 2 until it is empty, then from Tray 1, and then from the MP tray.

### NOTE


- You can use four sizes of paper for printing faxes: A4, Letter, Legal or Folio (215.9 mm × 330.2 mm).

When an appropriate size is not in any of the trays, received faxes will be stored in the machine's memory and **Size mismatch** will appear on the Touchscreen. (for more information, see *Error and maintenance messages* on page 128).

- If the tray is out of paper and received faxes are in the machine's memory, **No Paper** will appear on the Touchscreen. Insert paper in the empty tray.

- 1 Press .



- 2 Press **Tray Setting**.

- 3 Swipe up or down, or press ▲ or ▼ to display Tray Use: Fax.
- 4 Press Tray Use: Fax.
- 5 Swipe up or down, or press ▲ or ▼ to choose Tray#1 Only, Tray#2 Only<sup>1</sup>, MP Only, MP>T1>T2<sup>1</sup>, MP>T2>T1<sup>1</sup>, T1>T2>MP<sup>1</sup> or T2>T1>MP<sup>1</sup>, and press the option you want.
- 6 Press .

<sup>1</sup> Tray#2 Only and T2 appear only if the optional lower tray is installed.

## Tray Use in Print mode

You can change the default tray the machine will use for printing from your computer and for Direct Print.

- 1 Press .
- 2 Press Tray Setting.
- 3 Swipe up or down, or press ▲ or ▼ to display Tray Use: Print.
- 4 Press Tray Use: Print.
- 5 Swipe up or down, or press ▲ or ▼ to choose Tray#1 Only, Tray#2 Only<sup>1</sup>, MP Only, MP>T1>T2<sup>1</sup>, MP>T2>T1<sup>1</sup>, T1>T2>MP<sup>1</sup> or T2>T1>MP<sup>1</sup>, and press the option you want.
- 6 Press .

<sup>1</sup> Tray#2 Only and T2 appear only if the optional lower tray is installed.

## Acceptable paper and other print media

Print quality may vary according to the type of paper you are using.

You can use the following types of print media: plain paper, thin paper, thick paper, thicker paper, bond paper, recycled paper, labels, envelopes or glossy paper (see *Print media* on page 232).

For best results, follow these instructions:

- DO NOT load different types of paper in the paper tray at the same time because it may cause the paper to jam or misfeed.
- For correct printing, you must choose the same paper size from your software application as the paper in the tray.
- Avoid touching the printed surface of the paper immediately after printing.
- Before you buy a lot of paper, test a small quantity to make sure the paper is appropriate for the machine.
- Use labels that are designed for use in *laser* machines.

## Paper type and size

The machine feeds paper from the installed standard paper tray, multi-purpose tray or optional lower tray.

**The names for the paper trays in the printer driver and this Guide are as follows:**

Tray and optional unit	Name
Multi-purpose tray	MP tray
Standard paper tray	Tray 1
Optional lower tray unit	Tray 2

## Paper Tray Capacity

	Paper size	Paper types	No. of sheets
Multi-purpose tray (MP tray)	Width: 76.2 to 215.9 mm Length: 127 to 355.6 mm	Plain paper, Thin paper, Thick paper, Thicker paper, Recycled paper, Bond paper, Labels, Envelopes, Env. Thin, Env.Thick and Glossy paper <sup>3</sup>	up to 50 sheets (80 gsm) 3 Envelopes 1 Glossy paper
Standard paper tray (Tray 1)	A4, Letter, Legal <sup>1</sup> , B5 (JIS), Executive, A5, A5 (Long Edge), A6, Folio <sup>1 2</sup>	Plain paper, Thin paper and Recycled paper	up to 250 sheets (80 gsm)
Optional lower tray (Tray 2)	A4, Letter, Legal <sup>1</sup> , B5 (JIS), Executive, A5, Folio <sup>1 2</sup>	Plain paper, Thin paper and Recycled paper	up to 500 sheets (80 gsm)

<sup>1</sup> Legal and Folio size paper are not available in some regions.

<sup>2</sup> Folio size is 215.9 mm × 330.2 mm.

<sup>3</sup> Load only one sheet of Glossy in the MP tray.

## Recommended paper specifications

The following paper specifications are appropriate for this machine.

Basis weight	75-90 gsm
Thickness	80-110 μm
Roughness	Higher than 20 sec.
Stiffness	90-150 cm <sup>3</sup> /100
Grain direction	Long grain
Volume resistivity	10e <sup>9</sup> -10e <sup>11</sup> ohm
Surface resistivity	10e <sup>9</sup> -10e <sup>12</sup> ohm-cm
Filler	CaCO <sub>3</sub> (Neutral)
Ash content	Below 23 wt%
Brightness	Higher than 80%
Opacity	Higher than 85%

- Use plain paper that is appropriate for laser/LED machines to make copies.
- Use paper that is 75 to 90 gsm.
- Use long grain paper with a neutral Ph value, and a moisture content of approximately 5%.
- This machine can use recycled paper that meets DIN 19309 specifications.

## Handling and using special paper

The machine is designed to work well with most types of xerographic and bond paper. However, some paper variables may have an effect on print quality or handling reliability. Always test samples of paper before purchasing to ensure desirable performance. Store paper in its original packaging and keep it sealed. Keep the paper flat and away from moisture, direct sunlight and heat.

Some important guidelines when selecting paper are:

- DO NOT use inkjet paper because it may cause a paper jam or damage your machine.
- Preprinted paper must use ink that can withstand the 200 °C temperature of the machine's fusing process.
- If you use bond paper, paper that has a rough surface, or paper that is wrinkled or creased, the paper may exhibit degraded performance.

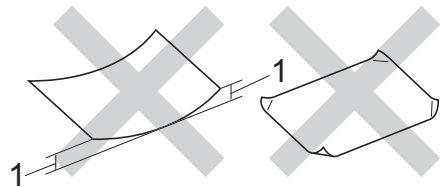
## Types of paper to avoid

### IMPORTANT

Some types of paper may not perform well or may cause damage to your machine.

DO NOT use paper:

- that is highly textured
- that is extremely smooth or shiny
- that is curled or warped



**1 A curl of 2 mm or greater may cause jams to occur.**

- that is coated or has a chemical finish
- that is damaged, creased or folded
- that exceeds the recommended weight specification in this guide
- with tabs and staples
- with letterheads using low temperature dyes or thermography
- that is multipart or carbonless
- that is designed for inkjet printing

The types of paper listed above may damage your machine. This damage is not covered under any Brother warranty or service agreement.

## Envelopes

The machine is designed to work well with most envelopes. However, some envelopes may have feed and print quality problems because of the way they have been made. Envelopes should have edges with straight, well-creased folds. Envelopes should lie flat and not be of baggy or flimsy construction. Use only quality envelopes from a supplier who understands that you will be using the envelopes in a laser machine.

Envelopes can only be fed through the multi-purpose tray.

We recommend that you print a test envelope to make sure the print results are what you want.

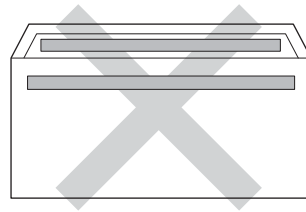
### Types of envelopes to avoid

#### IMPORTANT

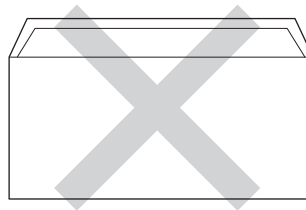
DO NOT use envelopes:

- that are damaged, curled, wrinkled or an unusual shape
- that are extremely shiny or textured
- with clasps, staples, snaps or tie strings
- with self-adhesive closures
- that are of a baggy construction
- that are not sharply creased
- that are embossed (raised writing)
- that were previously printed by a laser or LED machine
- that are pre-printed on the inside
- that cannot be arranged neatly when stacked
- that are made of paper that weighs more than the paper weight specifications for the machine
- with edges that are not straight or consistently square
- with windows, holes, cut-outs or perforations

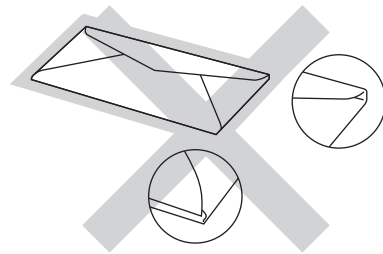
- with glue on the surface as shown in the figure below



- with double flaps as shown in the figure below



- with sealing flaps that are not folded down when purchased
- with each side folded as shown in the figure below



If you use any of the types of envelopes listed above, they may damage your machine. This damage may not be covered under any Brother warranty or service agreement.

Occasionally you may experience paper feed problems caused by the thickness, size and flap shape of the envelopes you are using.

## Labels

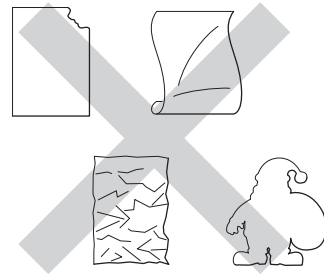
The machine will print on most types of labels designed for use with a laser machine. Labels should have an adhesive that is acrylic-based since this material is more stable at the high temperatures in the fuser unit. Adhesives should not come in contact with any part of the machine, because the label stock may stick to the drum unit or rollers and cause jams and print quality problems. No adhesive should be exposed between the labels. Labels should be arranged so that they cover the entire length and width of the sheet. Using labels with spaces may result in labels peeling off and causing serious jams or print problems.

All labels used in this machine must be able to withstand a temperature of 200 °C for a period of 0.1 seconds.

Labels can only be fed through the multi-purpose tray.

## Types of labels to avoid

Do not use labels that are damaged, curled, wrinkled or an unusual shape.



## IMPORTANT

- DO NOT feed part used label sheets. The exposed carrier sheet will damage your machine.
- DO NOT reuse or insert labels that have previously been used or are missing a few labels on the sheet.
- Label sheets should not exceed the paper weight specifications described in this User's Guide. Labels exceeding this specification may not feed or print correctly and may cause damage to your machine.

# 3

## Loading documents

### How to load documents

You can send a fax, make copies, and scan from the ADF (Automatic Document Feeder) and the scanner glass.

### Using the automatic document feeder (ADF)

The ADF can hold up to 35 pages (MFC-L8600CDW) or 50 pages (MFC-L8850CDW/MFC-L9550CDW) and feeds each sheet individually. We recommend you use standard 80 gsm paper and always fan the pages before putting them in the ADF.

### Document Sizes Supported

Length:	147.3 to 355.6 mm
Width:	147.3 to 215.9 mm
Weight:	64 to 90 gsm

### How to load documents

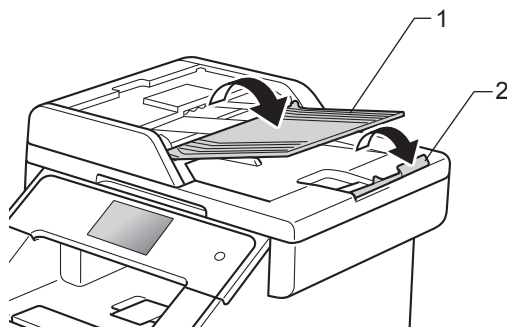
#### IMPORTANT

- DO NOT leave thick documents on the scanner glass. If you do this, the ADF may jam.
- DO NOT use paper that is curled, wrinkled, folded, ripped, stapled, paper-clipped, pasted or taped.
- DO NOT use cardboard, newspaper or fabric.
- To avoid damaging your machine while using the ADF, DO NOT pull on the document while it is feeding.

#### NOTE

- To scan documents that are not appropriate for the ADF, see *Using the scanner glass* on page 39.
- It is easier to use the ADF if you are loading a multiple page document.
- Make sure documents with correction fluid or written with ink are completely dry.

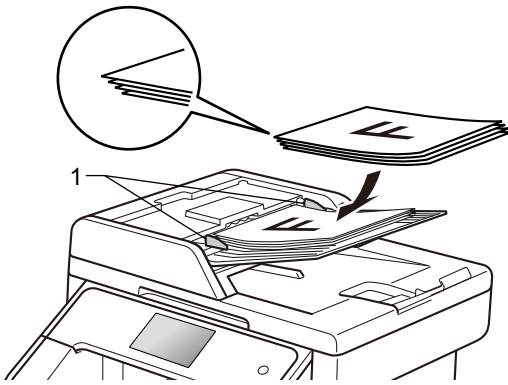
- 1 Unfold the ADF document support (1). Lift up and unfold the ADF document output support flap (2).



- 2 Fan the pages well.
- 3 Stagger the pages of your document *face up top edge first*, in the ADF until the Touchscreen displays **ADF Ready** and you feel the top page touch the feed rollers.



- 4 Adjust the paper guides (1) to fit the width of your document.



#### NOTE

To scan non-standard documents, see *Using the scanner glass* on page 39.

## Using the scanner glass

You can use the scanner glass to fax, copy or scan pages of a book, one page at a time.

### Document Sizes Supported

Length:	(MFC-L8600CDW) Up to 297.0 mm (MFC-L8850CDW and MFC-L9550CDW) Up to 355.6 mm
Width:	Up to 215.9 mm
Weight:	Up to 2.0 kg

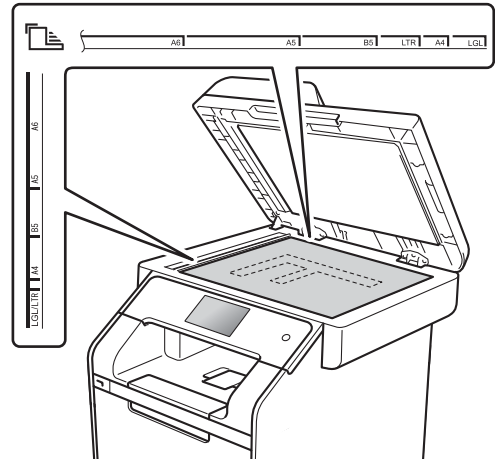
### How to load documents

#### NOTE

To use the scanner glass, the ADF must be empty.

- 1 Lift the document cover.

- 2 Using the document guidelines on the left and top, place the document *face down* in the upper left corner of the scanner glass.



3

- 3 Close the document cover.

#### IMPORTANT

If the document is a book or is thick do not slam the cover or press on it.

# 4

## Sending a fax

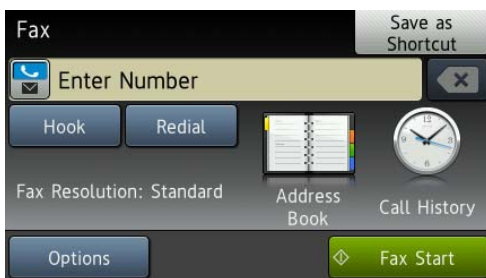
### How to send a fax

The following steps explain how to send a fax. To send multiple pages use the ADF.

- 1 Do one of the following to load your document:
  - Place the document *face up* in the ADF (see *Using the automatic document feeder (ADF)* on page 38).
  - Load your document *face down* on the scanner glass (see *Using the scanner glass* on page 39).
- 2 Do one of the following:
  - When Fax Preview is set to Off, press Fax.
  - When Fax Preview is set to On, press Fax and Sending Faxes.



- The Touchscreen shows:



- 3 To change fax sending settings, press Options. Swipe up or down, or press ▲ or ▼ to scroll through the fax settings. When the setting you want is displayed, press it and choose your new option. When you have finished changing the options, press OK.

#### (Advanced User's Guide)

For the following advanced fax sending operations and settings, see Advanced User's Guide:

- 2-sided Fax (MFC-L8850CDW and MFC-L9550CDW)
- Contrast
- Fax Resolution
- Broadcasting
- Real Time TX
- Overseas Mode
- Delayed Fax
- Batch TX
- Coverpage Note
- Coverpage Setup

- 4 (MFC-L8850CDW and MFC-L9550CDW) Choose one of the options below:

- To send a 1-sided document, go to step 6.
- To send a 2-sided document, choose the 2-sided scanning format for your 2-sided document as follows:

Press Options.

Swipe up or down, or press ▲ or ▼ to display 2-sided Fax and press 2-sided Fax.

Press 2-sided Scan: Long Edge or 2-sided Scan: Short Edge.

Press OK.

**NOTE**

You can send 2-sided documents from the ADF.

- 5 Enter the fax number.

**Using the dial pad**  
**Using the Address Book**

- Address Book

**Using call history**

- Call History

(For more information, see *How to dial* on page 63.)

- 6 Press **Fax Start**.

**Faxing from the ADF**

- The machine starts scanning the document.

**Faxing from the scanner glass**

If **Real Time TX** is **On**, the machine will send the document without asking if there are additional pages to scan.

When **Real Time TX** is **Off**:

- If you press **Fax Start**, the machine starts scanning the first page.

When the Touchscreen displays **Next Page?**, do one of the following:



- To send a single page, press **No**. The machine starts sending the document.
- To send more than one page, press **Yes** and place the next page on the scanner glass. Press **OK**. The machine starts scanning the page. (Repeat this step for each additional page.)


## Stop faxing

To stop faxing, press .

## Faxing Letter/Legal/Folio size documents from the scanner glass



When faxing Letter, Legal<sup>1</sup>, or Folio<sup>1</sup> size documents, you must set the scan glass size to **Letter** or **Legal/Folio**<sup>1</sup>; otherwise, a portion of your faxes will be missing.

- 1 Do one of the following:
  - When **Fax Preview** is set to **Off**, press  (**Fax**).
  - When **Fax Preview** is set to **On**, press  (**Fax**) and **Sending Faxes**.

- 2 Press **Options**.
- 3 Swipe up or down, or press **▲** or **▼** to display **Glass Scan Size**.
- 4 Press **Glass Scan Size**.
- 5 Press **Letter** or **Legal/Folio**<sup>1</sup>.
- 6 Press **OK**.
- 7 Press .

<sup>1</sup> MFC-L8850CDW and MFC-L9550CDW

## Cancelling a fax in process

Press  to cancel the fax. If you press  while the machine is dialling or sending, the Touchscreen will display **Cancel Job?**.


Press **Yes** to cancel the fax.

## Transmission Verification Report

You can use the Transmission Verification Report as proof that you sent a fax. This report lists the receiving party's name or fax number, the time and date of transmission, duration of transmission, number of pages sent, and whether or not the transmission was successful.

There are several settings available for the Transmission Verification Report:

- **On:** Prints a report after every fax you send.
- **On+Image:** Prints a report after every fax you send. A portion of the fax's first page appears on the report.
- **Off:** Prints a report if your fax is unsuccessful due to a transmission error. **Off** is the factory setting.
- **Off+Image:** Prints a report if your fax is unsuccessful due to a transmission error. A portion of the fax's first page appears on the report.
- **No Report:** Does not print a report at all.

- 1 Press .
- 2 Press **All Settings**.
- 3 Swipe up or down, or press ▲ or ▼ to display **Fax**.
- 4 Press **Fax**.
- 5 Swipe up or down, or press ▲ or ▼ to display **Report Setting**.
- 6 Press **Report Setting**.
- 7 Press **Transmission**.
- 8 Press **On**, **On+Image**, **Off**, **Off+Image** or **No Report**.

- 9 Press .

### NOTE

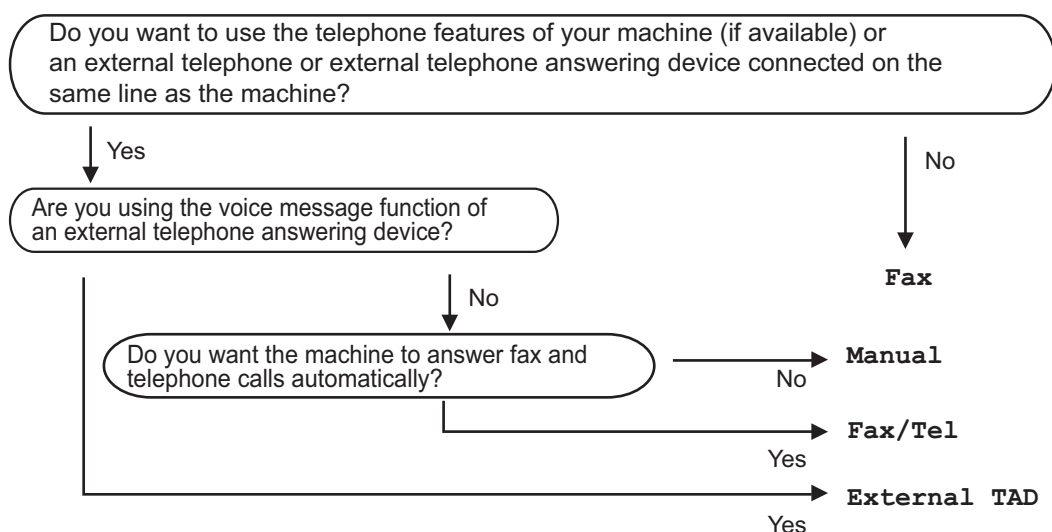
- If you choose **On+Image** or **Off+Image**, the image will not appear on the Transmission Verification Report if **Real Time Transmission** is set to **On**.
- If the transmission is successful, **OK** will appear next to **RESULT** on the Transmission Verification Report. If the transmission is not successful, **ERROR** will appear next to **RESULT**.

## Receive modes


You must choose a receive mode depending on the external devices and telephone services you have on your line.

### Choosing the receive mode

By default, your machine will automatically receive any faxes that are sent to it. The diagrams below will help you choose the correct mode. (For more detailed information about the receive modes, see *Using receive modes* on page 45.)



To set the receive mode follow the instructions below.

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display Fax.
- 4 Press Fax.
- 5 Swipe up or down, or press ▲ or ▼ to display Setup Receive.
- 6 Press Setup Receive.
- 7 Swipe up or down, or press ▲ or ▼ to display Receive Mode.

- 8 Press `Receive Mode`.

**NOTE**

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If you cannot change the `Receive Mode`, make sure the `Distinctive Ring`<sup>1</sup> feature is set to `Off` (see *Distinctive Ring* on page 53, *FaxAbility* on page 55 or *Distinctive Ringing (For Singapore and Hong Kong)* on page 57).

<sup>1</sup> Fax Ability in New Zealand.

---

- 9 Press `Fax`, `Fax/Tel`, `External TAD` or `Manual`.

- 10 Press .

## Using receive modes

Some receive modes answer faxes automatically (Fax and Fax/Tel). You may want to change the Ring Delay before using these modes (see *Ring Delay* on page 46).

### Fax Only

Fax mode will automatically answer every call as a fax.

### Fax/Tel

Fax/Tel mode helps you manage incoming calls, by recognising whether they are fax or voice calls and dealing with them in one of the following ways:

- Faxes will be automatically received.
- Voice calls will start the F/T ring to tell you to pick up the line. The F/T ring is a fast double-ring made by your machine.
- Use this mode if you receive few voice calls.

(Also see *F/T Ring Time (Fax/Tel mode only)* on page 46 and *Ring Delay* on page 46.)

### Manual

Manual mode turns off all automatic answering functions unless you are using the Distinctive Ring<sup>1</sup> feature.

<sup>1</sup> Fax Ability in New Zealand.

To receive a fax in Manual mode lift the handset of the external telephone or press



(Fax) and then press Hook. When you hear fax tones (short repeating beeps), press Fax Start, and then press Receive to receive a fax. You can also use the Fax Detect feature to receive faxes by lifting a handset on the same line as the machine.

(Also see *Fax Detect* on page 47.)

If you use a computer modem on the same line, Faxing will not operate correctly.

### External TAD

External TAD mode lets an external answering device manage your incoming calls. Incoming calls will be dealt with in the following ways:

- Faxes will be automatically received.
- Voice callers can record a message on the external TAD.



(For more information, see *Connecting an external TAD* on page 58.)

## Receive Mode settings

### Ring Delay

The Ring Delay setting sets the number of times the machine rings before it answers in Fax and Fax/Tel modes.

If you have external or extension telephones on the same line as the machine, choose the maximum number of rings (see *Fax Detect* on page 47 and *Operation from external or extension telephones* on page 60).



- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display Fax.
- 4 Press Fax.
- 5 Swipe up or down, or press ▲ or ▼ to display Setup Receive.
- 6 Press Setup Receive.
- 7 Swipe up or down, or press ▲ or ▼ to display Ring Delay.
- 8 Press Ring Delay.
- 9 Press to choose how many times the line rings before the machine answers.
- 10 Press .

### F/T Ring Time (Fax/Tel mode only)

When somebody calls your machine, you and your caller will hear the normal telephone ring sound. The number of rings is set by the Ring Delay setting.

If the call is a fax, then your machine will receive it; however, if it is a voice call the machine will sound the F/T ring (pseudo/double-ring) for the time you set in the F/T Ring Time setting. If you hear the F/T ring it means that a voice caller is on the line.

Because the F/T ring is made by the machine, extension and external telephones will *not* ring; however, you can still answer the call on any telephone (for more information, see *Using Remote Codes* on page 61).

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display Fax.
- 4 Press Fax.
- 5 Swipe up or down, or press ▲ or ▼ to display Setup Receive.
- 6 Press Setup Receive.
- 7 Swipe up or down, or press ▲ or ▼ to display F/T Ring Time.
- 8 Press F/T Ring Time.
- 9 Press how long the machine will ring to alert you that you have a voice call (20, 30, 40 or 70 seconds).
- 10 Press .

#### NOTE

Even if the caller hangs up during the pseudo/double-ringing, the machine will continue to ring for the set time.



## Fax Detect

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### If Fax Detect is On:

The machine can receive a fax automatically, even if you answer the call. When you see *Receiving* on the Touchscreen or hear a click on the phone line through the handset you are using, just replace the handset. Your machine will do the rest.

### If Fax Detect is Off:


If you are at the machine and answer a fax call first by lifting the external handset, then press *Fax Start*, and then press *Receive* to receive the Fax.

If you answered at an extension telephone press \*51 (\*91 for New Zealand) (see *Operation from external or extension telephones* on page 60).

## NOTE

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- If this feature is set to *On*, but your machine does not connect a fax call when you lift an extension telephone handset, press the fax receive code \*51.
- If you send faxes from a computer on the same telephone line and the machine intercepts them, set *Fax Detect* to *Off*.


- 1 Press .
- 2 Press *All Settings*.
- 3 Swipe up or down, or press ▲ or ▼ to display *Fax*.
- 4 Press *Fax*.
- 5 Swipe up or down, or press ▲ or ▼ to display *Setup Receive*.
- 6 Press *Setup Receive*.
- 7 Swipe up or down, or press ▲ or ▼ to display *Fax Detect*.


- 8 Press *Fax Detect*.
- 9 Press *On* (or *Off*).
- 10 Press .

## Fax Preview (Black and White only)




### How to preview a received fax

You can view received faxes on the

Touchscreen by pressing  (Fax) and

then  (Received Faxes). When the machine is in Ready mode, a pop-up message will appear on the Touchscreen to alert you of new faxes.

### Setting Fax Preview

- 1 Press .
- 2 Press  (Fax Preview).
- 3 Press On (or Off).
- 4 Press Yes.
- 5 The Touchscreen will tell you that any future faxes will not be printed as you receive them.  
Press Yes.
- 6 Press .

### NOTE

When Fax Preview is turned on, a backup copy of received faxes will not be printed for Fax Forwarding and PC-FAX Receiving operations, even if you set Backup Print to On.

### Using Fax Preview

When you receive a fax, you will see a pop-up message on the Touchscreen. (For example: New Fax(es):01 [View])

- 1 Press View.  
The Touchscreen displays the fax list.

### NOTE



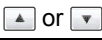
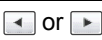





- Although printed faxes show the received date and time when Fax Receive Stamp is turned on, the Fax Preview screen will not display the received date and time.
- The fax list includes the old faxes and the new fax. The new fax is indicated by a blue mark next to the fax.
- To see a fax that has already been previewed, press Fax and Received Faxes.

- 2 Swipe up or down, or press ▲ or ▼ to display the fax number of the fax you want.
- 3 Press the fax you want.

### NOTE


- If your fax is large there may be a delay before it is displayed.
- The Touchscreen displays the current page number and total pages of the fax message. When your fax message is over 99 pages the total number of pages will be shown as "XX."

Press the Touchscreen or Touchpanel to perform the following operations.

	Description
	Enlarge the fax.
	Reduce the fax.
	Scroll vertically.
	Scroll horizontally.
	Rotate the fax clockwise.
	Delete the fax. Press <b>Yes</b> to confirm.
	Go back to the previous page.
	Go to the next page.
	Go back to the fax list.
Start	Print the fax.

4 Press .



### How to print a fax

- 1 Press  (Fax).
- 2 Press **Received Faxes**.
- 3 Press the fax you want.
- 4 Press **Start** to confirm the fax to print.
- 5 Do one of the following:
  - Press **Print All Pages** to print all pages.
  - Press **Print Displayed Only** to print the displayed page only.
  - Press **Print From Displayed** to print from the displayed page to the last page.

- 6 When the Touchscreen displays **Delete all pages?**, do one of the following:
  - Press **Yes** to delete all pages of the fax you have printed.
  - Press **No** to save the fax you have printed.




7 Press .

### How to print or delete all faxes in the list

- 1 Press  (Fax).
- 2 Press **Received Faxes**.
- 3 Press **Print/Delete**.
- 4 Do one of the following:
  - Press **Print All (New Faxes)** to print all faxes you have not yet viewed.
  - Press **Print All (Old Faxes)** to print all faxes you have viewed.
  - Press **Delete All (New Faxes)** to delete all faxes you have not yet viewed.  
Press **Yes** to confirm.
  - Press **Delete All (Old Faxes)** to delete all faxes you have viewed.  
Press **Yes** to confirm.
- 5 Press .

## Turning off Fax Preview

---

- 1 Press .
- 2 Press  (Fax Preview).
- 3 Press Off.
- 4 Press Yes to confirm.
- 5 If there are faxes stored in the memory, do one of the following:
  - If you do not want to print the stored faxes, press Continue.  
Press Yes to confirm. Your faxes will be deleted.
  - To print all the stored faxes, press Print All Faxes Before Delete.
  - If you do not want to turn off Fax Preview, press Cancel.
- 6 Press .

## How to use PC-FAX

### PC-FAX Receive (Windows® only)

If you turn on the PC-FAX Receive feature your MFC will store received faxes in memory and send them to your computer automatically. You can then use your computer to view and store these faxes.

Even if you turn off your computer (at night or on the weekend, for example), your MFC will receive and store your faxes in its memory. The number of received faxes that are stored in the memory will appear on the Touchscreen.

When you start your computer and the PC-FAX Receiving software runs, your MFC transfers your faxes to your computer automatically.

To transfer the received faxes you must have the PC-FAX Receiving software running on your PC.

Follow the instructions for the operating system you are using.

- (Windows® XP, Windows Vista® and Windows® 7)


From the  (Start) menu, select **All**

**Programs > Brother >**  **Brother Utilities.**


Click the drop-down list and select your model name (if not already selected).

Click **PC-FAX Receive** in the left navigation bar, and then click **Receive**.

- (Windows® 8)

Click  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **PC-FAX Receive** in the left navigation bar, and then click **Receive**.

On your machine, complete the following steps:

- 1 Press .
- 2 Press **All Settings**.
- 3 Swipe up or down, or press ▲ or ▼ to display **Fax**.
- 4 Press **Fax**.
- 5 Swipe up or down, or press ▲ or ▼ to display **Setup Receive**.
- 6 Press **Setup Receive**.
- 7 Swipe up or down, or press ▲ or ▼ to display **PC Fax Receive**.
- 8 Press **PC Fax Receive**.
- 9 Press **On** to start the PC-FAX Receiving.
- 10 The Touchscreen displays a reminder to start the PC-FAX Receiving program on your computer. If you have started the PC-FAX Receiving program, press **OK**. For more information about how to start the PC-FAX Receiving program, see *Software and Network User's Guide*.
- 11 Swipe up or down, or press ▲ or ▼ to display **<USB>** or your computer name if the machine is connected to a network. Press **<USB>** or your computer name. Press **OK**.
- 12 Press **Backup Print: On** or **Backup Print: Off**.

### IMPORTANT

If you choose **Backup Print: On**, the machine will also print the fax at your machine so you will have a copy.

13 Press .

## NOTE



- Before you can set up PC-FAX Receive you must install the MFL-Pro Suite software on your computer. Make sure your computer is connected and turned on (see *Software and Network User's Guide*).
- If your machine has an error and is unable to print faxes from memory, you can use this setting to transfer your faxes to a computer (see *Transferring your faxes or Fax Journal report* on page 136).
- PC-FAX Receive is not available for Mac OS.

## PC-FAX Send

The Brother PC-FAX feature lets you use your computer to send a document from an application as a standard fax. You can send a file created in any application on your computer as a PC-FAX. You can even attach a cover page (for more information, see *Software and Network User's Guide*).

### How to send a PC-FAX:

Contact your application vendor if you need more support.

- 1 From your application select **File**, and then **Print**.  
The Print dialog box will be displayed. (The steps may vary depending on your application.)
- 2 Select **Brother PC-FAX v.3**.
- 3 Click **OK**.  
The **Brother PC-FAX** user interface will be displayed.
- 4 Enter the recipient's fax number using your computer keyboard or by clicking the numeric keypad of the **Brother PC-FAX** user interface. You can also select a stored number from the **Address Book**.
- 5 Click  .
- 6 Click **Start**.  
Your document will be sent to the Brother machine and then faxed to the recipient.

## Telephone line services

Features like Voice Mail, Call Waiting, Call Waiting/Caller ID, RingMaster, answering services, alarm systems or other custom features on one telephone line may create problems with the operation of your machine.

### Do you have Voice Mail?

If you have Voice Mail on the telephone line that you will install your new machine on, *there is a strong possibility that Voice Mail and the machine will conflict with each other while receiving incoming calls.* **However, the Distinctive Ring feature allows you to use more than one number on your line, so both Voice Mail and the machine can work together without any problems.** If each one has a separate telephone number, neither will interfere with the other's operations.

If you decide to get the Distinctive Ring service from the telephone company, you will need to follow the directions below to 'register' the new Distinctive Ring pattern they give you. This is so your machine can recognize its incoming calls.

## Telephone Service for Australia

### Distinctive Ring

Distinctive Ring<sup>1</sup> is a function of your Brother machine that allows a person with one line to receive fax and voice calls through two different phone numbers on that one line.

Brother uses the term "Distinctive Ring", but telephone companies market the service under a variety of names. This service establishes a second telephone number on the same line as your existing telephone number, and each number has its own ring pattern. Typically, the original number rings with the standard ring pattern and is used for receiving voice calls, and the second number rings with a different ring pattern and is used for receiving faxes. Only one call can be answered (or made) at any one time and while this call is in progress, incoming calls to either number will be presented with a busy tone.

<sup>1</sup> Contact your Telephone Service Provider to determine availability and any other related details.

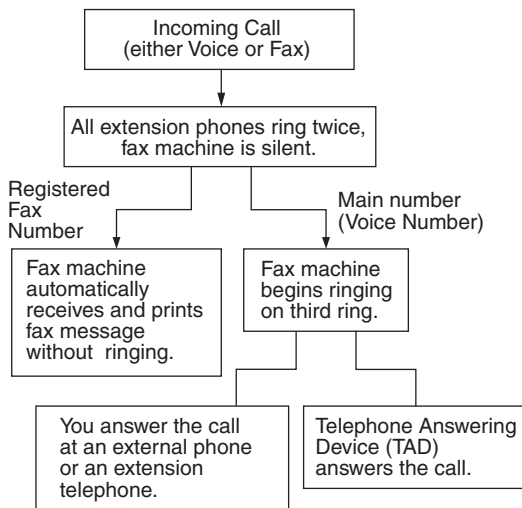
### NOTE

After you have set the Distinctive Ring feature to `On`, the receive mode is set to `Manual` automatically. Your Distinctive Ring Number does not allow Voice calls - only Faxes. You can not change the receive mode from `Manual` mode while the Distinctive Ring is set to `on`.

## How does your telephone company's "Distinctive Ring" service work?

Using "Distinctive Ring" service of your telephone company is the most efficient way to receive both fax and telephone calls on the same line. When the voice call comes in, all phones (extension and external) and the fax machine will ring to alert you to pick it up. If a fax call comes in, the fax machine will answer automatically without ringing, whereas the extension and external phones will ring twice with a Distinctive Ring pattern. It is also a more efficient way of operating a Fax machine with an extension phone as you do not have to use the remote activation codes. It gives you two independent numbers without the higher cost of a second line.

Flowchart Sequence of Incoming call





## What does Brother's "Distinctive Ring" do?

The Brother machine has a Distinctive Ring feature that allows you to use your machine to take full advantage of the telephone company's Distinctive Ring service. The new telephone number on your line can just receive faxes.


## Set the Distinctive Ring to ON

After you have set the Distinctive Ring feature to ON, the receive mode is set to `Manual` automatically. Your Distinctive Ring Number does not allow Voice Calls - only Faxes. You cannot change the receive mode to another mode while the Distinctive Ring is set to on.

- 1 Press .
  - 2 Press `All Settings`.
  - 3 Swipe up or down, or press `▲` or `▼` to display `Fax`.
  - 4 Press `Fax`.
  - 5 Swipe up or down, or press `▲` or `▼` to display `Miscellaneous`.
  - 6 Press `Miscellaneous`.
  - 7 Press `Distinctive`.
  - 8 Press `On`.
  - 9 Press .
- Distinctive Ring is now set to On.



## Turning off Distinctive Ring

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display Fax.
- 4 Press Fax.
- 5 Swipe up or down, or press ▲ or ▼ to display Miscellaneous.
- 6 Press Miscellaneous.
- 7 Press Distinctive.
- 8 Press Off.
- 9 Press .

### NOTE

If you turn off Distinctive Ring, the machine will stay in *Manual* receive mode so you will need to set the Receive Mode again (see *Choosing the receive mode* on page 43).

## Telephone Service for New Zealand

### FaxAbility

FaxAbility is a service offered by Telecom that allows you to have an additional number on one telephone line, with its own distinctive ring pattern. This way, when you get an incoming call, you can identify the number being called by its ring.

#### How Will the Fax Machine Treat All Other Numbers?

FaxAbility mode ensures that the machine will answer calls to the FaxAbility (secondary) number. When a call comes in to your main number, all the telephones will ring. You can set an external answering device (TAD) to answer calls on the other number(s) (see the chart in *How Does FaxAbility Work?* on page 56).

#### What is the Advantage of Using the FaxAbility Function?

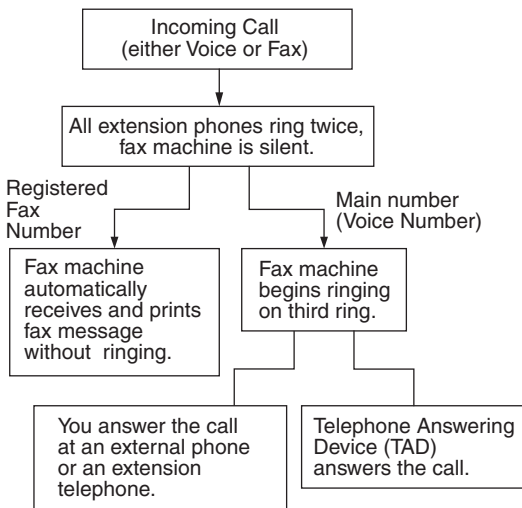
Using FaxAbility is the most efficient way to receive both fax and telephone calls on the same line. It is much easier for your callers who dial manually. The fax machine will answer with receiving tones so they will not have to press an activation code. And the people who call to talk on your main number will not have to talk to your fax machine.

Basically, it gives you two independent numbers without the higher cost of a second line.

## How Does FaxAbility Work?

Your telephone number will have the standard ring pattern of long, long tone, while the new number will have a ring pattern of long, silence, long, etc. When FaxAbility is **On**, you will not hear the first ring of all incoming calls on the fax machine. Extension telephones will ring as usual. If the fax machine recognizes the ring pattern, all ringing will stop and the fax machine will answer and automatically receive the fax message. Otherwise, you will hear the extension telephones and the fax machine continue to ring. The fax machine always listens to the ring pattern before it answers, so do not pick up the telephone during that time. You will quickly learn to recognize the ring pattern for faxes, so you will not be tempted to answer that number. Either you or a telephone answering device can answer the main number(s).

Flowchart Sequence of Incoming call





## NOTE

After you have set the FaxAbility feature to **On**, the receive mode is set to **Manual** automatically. Unless you have a TAD or Voice Mail set up on the FaxAbility number, Manual mode means you must answer all the call yourself. You can not change the receive mode to the other mode while the FaxAbility is set to **on**.

## How to Turn FaxAbility OFF or ON

The FaxAbility function is designed to accommodate the FaxAbility service provided by Telecom. To change the setting, repeat Steps ① - ⑧; Step ⑧ is where you can choose either **On** or **Off**.

Call Waiting beeps caused by incoming calls on your main number can affect fax transmissions. If you have FaxAbility Service but don't have Call Waiting, you need do nothing at this stage. If you do have Call Waiting as well as FaxAbility, set the Call Waiting menu option to **On**. See below.

- ① Press .
- ② Press **All Settings**.
- ③ Swipe up or down, or press **▲** or **▼** to display **Fax**.
- ④ Press **Fax**.
- ⑤ Swipe up or down, or press **▲** or **▼** to display **Miscellaneous**.
- ⑥ Press **Miscellaneous**.
- ⑦ Press **FaxAbility**.
- ⑧ Press **On** or **Off**.  
If you have FaxAbility service, choose **On**.
- ⑨ Press **Call Waiting**.  
Press **On** or **Off**.  
If you have Call Waiting service, choose **On** to avoid the trouble caused by Call Waiting.
- ⑩ Press .

## Telephone Service for Some Countries

### Distinctive Ringing (For Singapore and Hong Kong)

This machine feature lets you use the Distinctive Ringing subscriber service offered by some telephone companies, which allows you to have several telephone numbers on one telephone line. Each telephone number has its own Distinctive Ringing pattern, so you will know which telephone number is ringing. This is one way you can have a separate telephone number for your machine.

Your machine has a Distinctive Ringing function, allowing you to dedicate one telephone number just for receiving faxes. You will need to set Distinctive Ringing to **On**.


#### NOTE


You can switch it off temporarily, then turn it back on. When you get a new fax number, make sure you reset this function.

The machine will answer only calls to the Distinctive Ringing number.



### Set the Distinctive Ring to ON

After you have set the Distinctive Ring feature to **ON**, the receive mode is set to **Manual** automatically. Unless you have a TAD or Voice Mail set up on the Distinctive Ring number, Manual mode means you must answer all the calls yourself. You can not change the receive mode to another mode while the Distinctive Ring is set to on.

- 1 Press .
- 2 Press **All Settings**.
- 3 Swipe up or down, or press **▲** or **▼** to display **Fax**.

- 4 Press **Fax**.
- 5 Swipe up or down, or press **▲** or **▼** to display **Miscellaneous**.
- 6 Press **Miscellaneous**.
- 7 Press **Distinctive**.
- 8 Press **On**.
- 9 Press .  
Distinctive Ring is now set to **On**.

### Turning off Distinctive Ring

- 1 Press .
- 2 Press **All Settings**.
- 3 Swipe up or down, or press **▲** or **▼** to display **Fax**.
- 4 Press **Fax**.
- 5 Swipe up or down, or press **▲** or **▼** to display **Miscellaneous**.
- 6 Press **Miscellaneous**.
- 7 Press **Distinctive**.
- 8 Press **Off**.
- 9 Press .

#### NOTE

If you turn off Distinctive Ring, the machine will stay in **Manual** receive mode so you will need to set the Receive Mode again (see *Choosing the receive mode* on page 43).

## Connecting an external TAD

You can connect an external Telephone Answering Device (TAD) to the same line as your machine. When the TAD answers a call, your machine will “listen” for the CNG (fax calling) tones sent by a sending fax machine. If it hears them it will take over the call and receive the fax. If it does not hear them, it will let your TAD take a voice message and the Touchscreen will display *Telephone*.

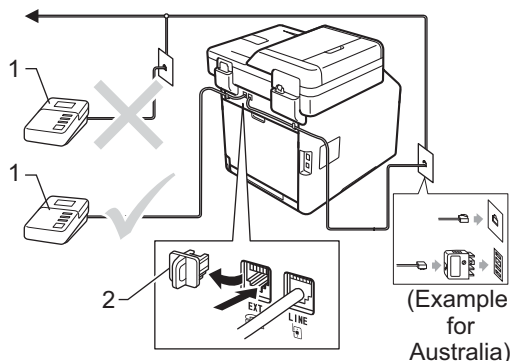
The external TAD must answer within four rings (we recommend you set it to two rings). This is because your machine cannot hear the CNG tones until the external TAD has picked up the call. The sending machine will send CNG tones for only eight to ten seconds longer. We do not recommend using the toll saver feature on your external TAD if it needs more than four rings to activate it.

### NOTE

If you have problems receiving faxes, reduce the Ring Delay setting on your external TAD.

## Connections

The external TAD must be connected as shown in the illustration below.



### 1 TAD

### 2 Protective Cap

- 1 Set your external TAD to one or two rings. (The machine's Ring Delay setting does not apply.)
- 2 Record the outgoing message on your external TAD.
- 3 Set the TAD to answer calls.
- 4 Set the Receive Mode on your machine to *External TAD* (see *Choosing the receive mode* on page 43).

## Recording an outgoing message (OGM)

---

- 1 Record 5 seconds of silence at the beginning of your message. This allows your machine time to listen for fax tones.
- 2 Limit your speaking to 20 seconds.
- 3 End your 20-second message by giving your Remote Activation code for people sending manual faxes. For example: "After the beep, leave a message or press \*51 (\*91 for New Zealand) and Start to send a fax."

### NOTE

---

- You must turn the Remote Codes setting to On to use the Remote Activation code \*51 (\*91 for New Zealand) (see *Using Remote Codes* on page 61).
  - We recommend beginning your OGM with an initial 5 second silence because the machine cannot hear the fax tones over a loud voice. You may try leaving out this pause, but if your machine has trouble receiving faxes, then you should re-record the OGM to include it.
- 

## Multi-line connections (PABX)

---

Most offices use a central telephone system. Brother recommends that all our Fax/MFC machines be connected to a discreet (dedicated) line. Although a particular PABX may appear to work with a particular model of fax machine, we cannot guarantee that the unit will operate correctly.

While it is often relatively simple to connect a fax machine to a PABX (Private Automatic Branch Exchange), we suggest that you contact the company that installed your telephone system and ask them to connect the fax machine for you.

Brother does not recommend the use of a PABX line. PABX limitations in general can cause some functions of the fax machine not to work correctly.

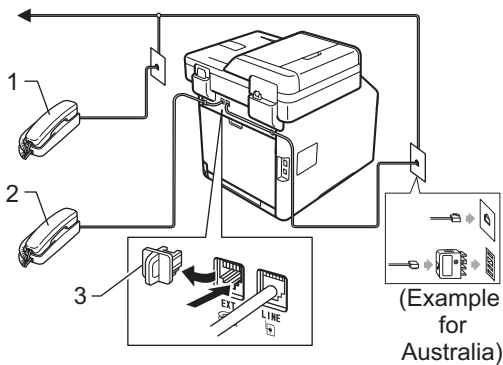
## External and extension telephones

### NOTE

You must turn the Remote Codes setting to on to use the Remote Activation Code \*51 and Remote Deactivation Code #51 (For New Zealand: Remote Activation Code \*91 and Remote Deactivation Code #91, see *Using Remote Codes* on page 61).

## Connecting an external or extension telephone

You can connect a separate telephone directly to your machine as shown in the diagram below.



- 1 Extension telephone
- 2 External telephone
- 3 Protective Cap

## Operation from external or extension telephones

If you answer a fax call on an extension telephone, or an external telephone that is correctly connected to the machine through the T-piece connection, you can make your machine take the call by using the Remote Activation code. When you press the Remote Activation code \*51 (\*91 for New Zealand) the machine starts to receive the fax.

If you answer a call and no one is on the line: You should assume that you're receiving a manual fax.

Press \*51 (\*91 for New Zealand) and wait for the chirp or until the Touchscreen shows *Receiving*, and then hang up.

### NOTE

You can also use the Fax Detect feature to make your machine automatically take the call (see *Fax Detect* on page 47).

## For Fax/Tel mode only

When the machine is in Fax/Tel mode, it will use the F/T Ring Time (fast double-ringing) to alert you to pick up a voice call.

Lift the external telephone's handset, and then press *Pickup* to answer.

If you are at an extension telephone, you will need to lift the handset during the F/T Ring Time and then press #51 (#91 for New Zealand) between the fast double-rings. If no one is on the line, or if someone wants to send you a fax, send the call back to the machine by pressing \*51 (\*91 for New Zealand).

## Using a non-Brother cordless external handset

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If your non-Brother cordless telephone is connected to the telephone line cord (see page 60) and you typically carry the cordless handset elsewhere, it is easier to answer calls during the Ring Delay.

If you let the machine answer first, you must go to the machine so you can press **Pickup** to transfer the call to the cordless handset.

### NOTE

---

- If you are always disconnected when accessing your external TAD remotely, try changing the Remote Activation Code and Remote Deactivation Code to another three-digit code using the numbers 0-9,\*, #.
  - Remote Codes might not work with some telephone systems.
  - Not all brands of cordless telephones are compatible for use with your machine.
- 

## Using Remote Codes

---

### Remote Activation Code

If you answer a fax call on an external or extension telephone, you can tell your machine to receive it by pressing the Remote Activation Code **\*51** (**\*91** for New Zealand). Wait for the chirping sounds then replace the handset (see *Fax Detect* on page 47). Your caller will have to press **Start** to send the fax.

If you answer a fax call at the external telephone, you can make the machine receive the fax by pressing **Fax Start** and then pressing **Receive**.




### Remote Deactivation Code

If you receive a voice call and the machine is in F/T mode, it will start to sound the F/T ring (fast double-ring) after the initial ring delay. If you pick up the call on an extension telephone you can turn the F/T ring off by pressing **#51** (**#91** for New Zealand) (make sure you press this *between* the rings).

If the machine answers a voice call and fast double-rings for you to take over, you can take the call at the external telephone by pressing **Pickup**.



## Turning on the Remote Codes

You must turn the Remote Codes setting to **On** to use the Remote Activation Code and Remote Deactivation Code.

- 1 Press .
- 2 Press **All Settings**.
- 3 Swipe up or down, or press ▲ or ▼ to display **Fax**.
- 4 Press **Fax**.
- 5 Swipe up or down, or press ▲ or ▼ to display **Setup Receive**.
- 6 Press **Setup Receive**.
- 7 Swipe up or down, or press ▲ or ▼ to display **Remote Codes**.
- 8 Press **Remote Codes**.
- 9 Press **Remote Codes**.
- 10 Press **On**.
- 11 If you do not want to change the Remote Activation Code, press  on the Touchscreen.
- 12 Press .

## Changing the Remote Codes

The preset Remote Activation Code is \*51 (\*91 for New Zealand). The preset Remote Deactivation Code is #51 (#91 for New Zealand). If you are always disconnected when accessing your External TAD, try changing the three-digit remote codes, for example ### and 555.



- 1 Press .
- 2 Press **All Settings**.
- 3 Swipe up or down, or press ▲ or ▼ to display **Fax**.
- 4 Press **Fax**.
- 5 Swipe up or down, or press ▲ or ▼ to display **Setup Receive**.
- 6 Press **Setup Receive**.
- 7 Swipe up or down, or press ▲ or ▼ to display **Remote Codes**.
- 8 Press **Remote Codes**.
- 9 Do one of the following:
  - If you want to change the Remote Activation Code, press **Act.Code**. Enter the new code, and then press **OK**.
  - If you want to change the Remote Deactivation Code, press **Deact.Code**. Enter the new code, and then press **OK**.
  - If you do not want to change the Codes, go to step 10.
  - If you want to turn the Remote Codes **On** or **Off**, press **Remote Codes**. Press **On** or **Off**.
- 10 Press .

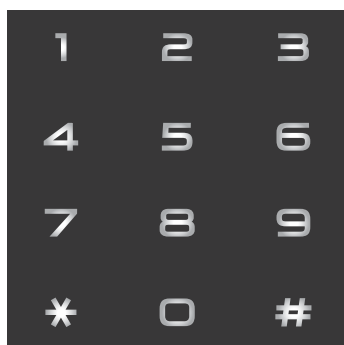


## How to dial

You can dial in any of the following ways.



### Manual dialling

- 1 Load your document.
- 2 Do one of the following:
  - When Fax Preview is set to Off, press  (Fax).
  - When Fax Preview is set to On, press  (Fax) and Sending Faxes.
- 3 Press all digits of the fax number.



- 4 Press Fax Start.

### Dialling from the Address Book

- 1 Load your document.
- 2 Press  (Fax).
- 3 Press Address Book.
- 4 Do one of the following:
  - Swipe up or down, or press ▲ or ▼ to display the number you want.
  - Press , and then enter the first letter of the name and press OK.
- 5 Press the number or the name you want.
- 6 To send a fax, press Apply.
- 7 Press Fax Start.  
The machine scans and sends the fax.

### LDAP search

If the machine is connected to your LDAP server, you can search for information such as fax numbers and E-mail addresses from your server. (See Software and Network User's Guide)

### Fax redial

If you are sending a fax automatically and the line is busy, the machine will automatically redial up to three times at five minute intervals.

The automatic redial only works when you set Auto Redial to On. The default setting is On.

Redial only works if you dialled from the machine.

## Tone or Pulse (not available in New Zealand)

If you have a Pulse dialing service, but need to send Tone signals (for example, for telephone banking), follow the instructions below. If you have Touch Tone service, you will not need this feature to send tone signals.

- 1 Press **Hook**.
- 2 Press **#** on the Touchpanel.  
Any digits dialed after this will send tone signals.  
When you have finished with the call, the machine will return to the Pulse dialing service.

## Storing numbers

You can set up your machine to do the following types of easy dialling: Address Book and Groups for broadcasting faxes. When you dial an Address Book number, the Touchscreen displays the number.

### NOTE


If you lose electrical power, the Address Book numbers that are in the memory will not be lost.

## Storing a pause

Press **Pause** to insert a 3.5-second pause between numbers. You can press **Pause** as many times as needed to increase the length of the pause.

## Storing Address Book numbers

You can store up to 300 addresses with a name.


- 1 Press  (Fax).
- 2 Press **Address Book**.
- 3 Press **Edit**.
- 4 Press **Add New Address**.
- 5 Press **Name**.
- 6 Enter the name using the keyboard on the machine's Touchscreen (up to 15 characters). (To help you enter letters, see *Entering text* on page 227.)  
Press **OK**.
- 7 Press **Address**.


- 8 Enter the fax or telephone number using the keyboard on the machine's Touchscreen (up to 20 digits). Press **OK**.

## NOTE

*If you downloaded Internet Fax:*

If you want to store an E-mail address to use with Internet Fax or Scan to E-mail


server, press  and enter the E-mail address (see *Entering text* on page 227), and press **OK**.

- 9 Press **OK**.
- 10 Do one of the following:
- To store another Address Book number, repeat steps 3 - 10.
  - To finish storing numbers, press .

## Changing Address Book names or numbers

You can change or delete an Address Book name or number that has already been stored.

If the stored number has a scheduled job, such as a delayed fax or a fax forwarding number, it will be dimmed on the Touchscreen. You cannot select the number to make changes or to delete it unless you first cancel the scheduled job (see *Advanced User's Guide*).


- 1 Press  (Fax).
- 2 Press **Address Book**.
- 3 Press **Edit**.
- 4 Do one of the following:
  - Press **Change** to edit the names or numbers. Go to step 5.
  - Press **Delete** to display **Delete**. Delete numbers by pressing them to display a red check mark.  
Press **OK**.  
Press **Yes** to confirm. Go to step 9.
- 5 Swipe up or down, or press **▲** or **▼** to display the number you want.
- 6 Press the number you want.

- 7 Do the following:
- To change the name, press **Name**. Enter the new name (up to 15 characters) using the keyboard on the machine's Touchscreen. (To help you enter letters, see *Entering text* on page 227).  
Press **OK**.
  - To change the fax or telephone number, press **Address**. Enter the new fax or telephone number (up to 20 digits) using the keyboard on the machine's Touchscreen.  
Press **OK**.


## NOTE

---

*How to change the stored name or number:*

To change a character, press ◀ or ▶ to position the cursor to highlight the incorrect character, and then press . Enter the new character or number.

---

- 8 Press **OK** to finish.  
To change another Address Book number, repeat steps 3 - 8.
- 9 Press .

## How to copy

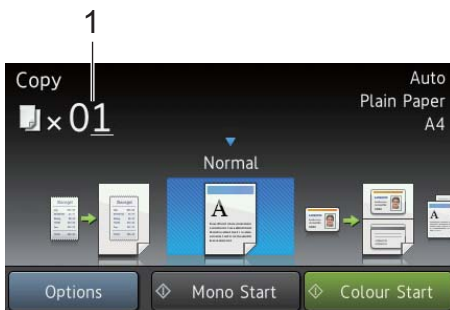
The following steps explain the basic copy operation.

- 1 Do one of the following to load your document:
  - Place the document *face up* in the ADF (see *Using the automatic document feeder (ADF)* on page 38).
  - Load your document *face down* on the scanner glass (see *Using the scanner glass* on page 39).

- 2 Press the **Copy** button on the Touchscreen.



- The Touchscreen displays:



### 1 No. of Copies

You can enter the number of copies by using the dial pad.

- 3 For multiple copies, enter the two-digit number (up to 99).
- 4 Press **Colour Start** or **Mono Start**.

## Stop copying


To stop copying, press **X**.

## Copy preset settings

You can copy with a variety of settings that are already set up for you in the machine simply by pressing them.

The following preset settings are available.

- Receipt
- Normal
- 2in1 (ID)
- 2in1
- 2-sided (1⇒2)
- 2-sided (2⇒2)  
(MFC-L8850CDW and MFC-L9550CDW)
- Paper Save

- 1 Load your document.
- 2 Press  (Copy).
- 3 Swipe left or right to display **Receipt**, **Normal**, **2in1 (ID)**, **2in1**, **2-sided (1⇒2)**, **2-sided (2⇒2)** or **Paper Save**, and press the preset you want.
- 4 Enter the number of copies you want.
- 5 Do one of the following:
  - To change more settings, go to step 6.
  - If you have finished changing settings, go to step 10.
- 6 Press **Options**.

- 7 Swipe up or down, or press ▲ or ▼ to display the available settings, and then press the setting you want.
- 8 Swipe up or down, or press ▲ or ▼ to display the available options, and then press your new option. Repeat steps 7 and 8 for each setting you want.

### NOTE

If you want to save the settings as a Shortcut, press `Save as Shortcut`.

- 9 Press `OK`.
- 10 Press `Colour Start` or `Mono Start`.

## Copy Settings and Options

You can change the following copy settings.

### (Basic User's Guide)

For details about changing the following settings, see *Paper settings* on page 30.

- Tray Setting (Paper Size and Type)
- Tray Use: Copy

Press `Copy` and then press `Options`. Swipe up or down, or press ▲ or ▼ to scroll through the copy settings. When the setting you want is displayed, press it and choose your option. When you have finished changing the options, press `OK`.

### (Advanced User's Guide)

For more information about changing the following settings, see *Advanced User's Guide*:

- Quality
- Enlarge/Reduce
- 2-sided Copy
- Tray Use
- Density
- Contrast
- Stack/Sort
- Page Layout
- 2in1 (ID)
- Colour Adjust
- 2-sided Copy Page Layout
- Remove Background Colour
- Save as Shortcut

# 10

## Printing from a USB flash drive or digital camera supporting mass storage

With the Direct Print feature, you do not need a computer for printing. You can print by just plugging your USB flash drive into the machine's USB direct interface. You can also connect and print directly from a camera set to USB mass storage mode.

You can use a USB flash drive that has the following specifications:

USB Class	USB Mass Storage Class
USB Mass Storage Sub Class	SCSI or SFF-8070i
Transfer protocol	Bulk transfer Only
Format <sup>1</sup>	FAT12/FAT16/FAT32
Sector size	Max. 4096 Byte
Encryption	Encrypted devices are not supported.

<sup>1</sup> NTFS format is not supported.

### NOTE

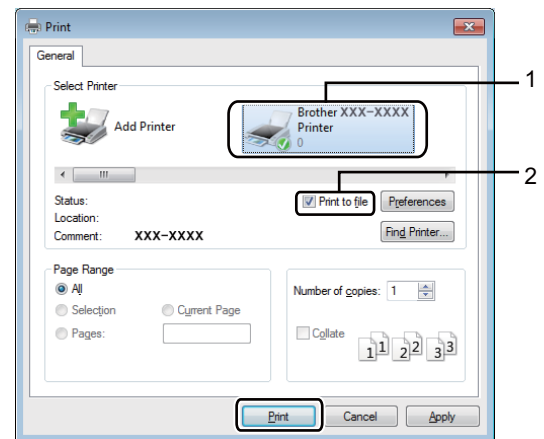
- Some USB flash drives may not work with the machine.
- If your camera is in PictBridge mode, you cannot print from it. See the documentation supplied with your camera to switch from PictBridge mode to mass storage mode.

## Creating a PRN file for direct printing

### NOTE

The screens in this section may vary depending on your application and operating system.

- 1 From the menu bar of an application, click **File**, then **Print**.
- 2 Choose **Brother MFC-XXXX Printer (1)** and check the **Print to file** box (2). Click **Print**.



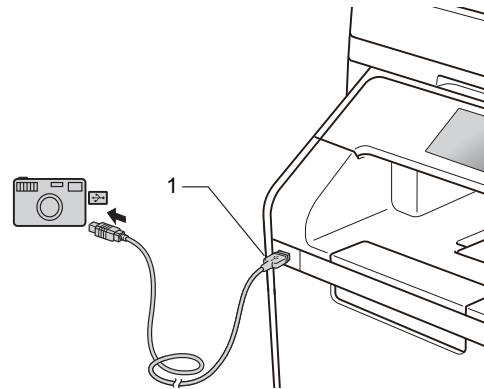
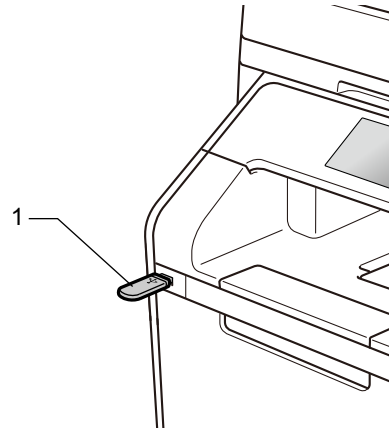
- 3 Choose the folder you want to save the file to and enter the file name if prompted.  
If you are prompted for a file name only, you can also specify the folder you want to save the file in by entering the directory name. For example:  
C:\Temp\FileName.prn  
If a USB flash drive is connected to your computer, you can save the file directly to the USB flash drive.

# Printing directly from the USB flash drive or digital camera supporting mass storage

## NOTE

- Make sure your digital camera is turned on.
- Your digital camera must be switched from PictBridge mode to mass storage mode.

- 1 Connect your USB flash drive or digital camera to the USB direct interface (1) on the front of the machine. The Touchscreen will automatically display the USB menu to confirm the USB device is correctly connected.



## NOTE

- If an error occurs, the USB menu will not appear on the Touchscreen.
- When the machine is in Deep Sleep mode, the Touchscreen does not display any information even if you connect a USB flash drive to the USB direct interface. Press the Touchscreen to wake up the machine.
- To prevent damage to your machine, DO NOT connect any device other than a digital camera or USB flash drive to the USB direct interface.



- 2 Press **Direct Print**.

#### NOTE

If your machine has been set to **Secure Function Lock On**, you may not be able to access **Direct Print** (see **Advanced User's Guide**).

- 3 Swipe up or down, or press ▲ or ▼ to choose the folder name and file name you want.  
If you have selected the folder name, swipe up or down, or press ▲ or ▼ to choose the file name you want.

#### NOTE

If you want to print an index of the files, press **Index Print** on the Touchscreen. Press **Colour Start** or **Mono Start** to start printing.

- 4 Do one of the following:
  - Press **Print Settings** if you want to change them. Go to step 5.
  - If you do not want to change the current settings, go to step 8.
- 5 Swipe up or down, or press ▲ or ▼ to display the setting you want.

- 6 Press the option you want.

#### NOTE

- You can choose the following settings:
  - Paper Type
  - Paper Size
  - Multiple Page
  - Orientation
  - 2-sided
  - Collate
  - Tray Use
  - Print Quality
  - PDF Option
- Depending on the file type, some of these settings may not appear.

- 7 Do one of the following:
  - To change another setting, repeat step 5.
  - If you do not want to change other settings, press **OK** and go to step 8.
- 8 Enter the number of copies you want using the touchpanel.
- 9 Press **Colour Start** or **Mono Start** to start printing.

#### IMPORTANT


DO NOT remove the USB flash drive or digital camera from the USB direct interface until the machine has finished printing.

- 10 Press .

## Changing the default settings for direct print

---

You can change the default settings for Direct Print.

- 1 Connect your USB flash drive or digital camera to the USB direct interface on the front of the machine.
- 2 Press `Direct Print`.
- 3 Press `DefaultSettings`.
- 4 Swipe up or down, or press ▲ or ▼ to display the setting you want. Press the setting.
- 5 Press the new option you want.
- 6 Repeat steps 4 and 5 for each setting you want to change.
- 7 Press `OK`.
- 8 Press .

## Printing a document

The machine can receive a document from your computer and print it. To print from a computer, you must install the printer driver.

(For more information about printer driver settings, see Software and Network User's Guide)

- 1 Install the Brother printer driver from the CD-ROM or Brother Solutions Center at <http://solutions.brother.com/>, (see Quick Setup Guide).
- 2 From your application, choose the Print command.
- 3 Choose the name of your machine in the **Print** dialog box and click **Properties** (or **Preferences**, depending on the application you are using).
  - Paper Size
  - Orientation
  - Copies
  - Media Type
  - Print Quality
  - Colour / Mono
  - Document Type
  - Multiple Page
  - 2-sided / Booklet
  - Paper Source
- 5 Click **Print** to begin printing.

# 12

## How to scan to a computer

### Before scanning

To use the machine as a scanner, install a scanner driver. If the machine is on a network, configure it with a TCP/IP address.

- Install the scanner drivers from the CD-ROM or Brother Solutions Center at <http://solutions.brother.com/>, (see Quick Setup Guide).
- Configure the machine with a TCP/IP address if network scanning does not work (see Software and Network User's Guide).

# Scanning a document as a PDF file using ControlCenter4 (Windows®)

(For Macintosh, see Software and Network User's Guide.)

## NOTE



The screens on your computer may vary depending on your model.

ControlCenter4 is a software utility that lets you quickly and easily access the applications you use most often. Using ControlCenter4 eliminates the need to manually launch specific applications.


1 Load your document (see *How to load documents* on page 38).

2 Follow the instructions for the operating system you are using.

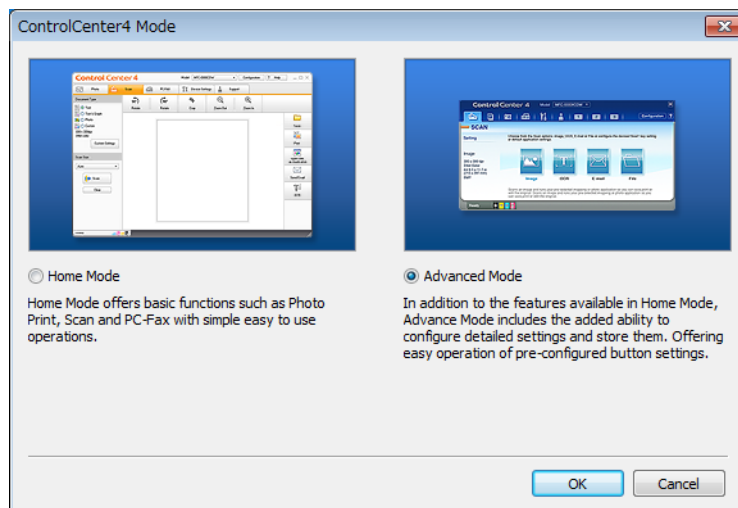
- (Windows® XP, Windows Vista® and Windows® 7)

Open ControlCenter4 by clicking  (**Start**) > **All Programs** > **Brother** >  **Brother Utilities**. Click the drop-down list and select your model name (if not already selected). Click **SCAN** in the left navigation bar, and then click **ControlCenter4**. The ControlCenter4 application will open.

- (Windows® 8)

Click  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **SCAN** in the left navigation bar, and then click **ControlCenter4**. The ControlCenter4 application will open.

3 If the ControlCenter4 Mode screen appears, choose the **Advanced Mode** and then click **OK**.

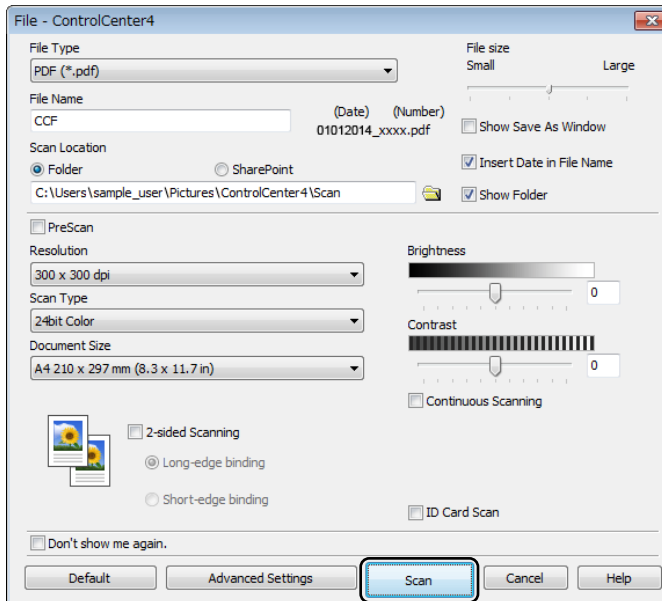


4 Make sure the machine you want to use is selected from the **Model** drop-down list.

- 5 Click **File**.



- 6 Press **Scan**.  
The machine starts the scanning process. The folder where the scanned data is saved will open automatically.



# How to scan a document as a PDF file using the Touchscreen

- 1 Load your document (see *How to load documents* on page 38).
- 2 Press **Scan**.



- 3 Swipe left or right to display **to File**.



will be displayed in the centre of the Touchscreen highlighted in blue.

- 4 Press **OK**.  
When the machine is connected to a network, press the computer name.  
Do one of the following:
  - If you want to use the default settings, go to step 8.
  - If you want to change the default settings, go to step 5.

- 5 Press **Options**. Scan Settings will change to **Set at Device**.

- 6 Choose the settings for **2-sided Scan**<sup>1</sup>, **Scan Type**, **Resolution**, **File Type**, **Scan Size** and **Remove Background Colour** as needed.

- 7 Press **OK**.

- 8 Press **Start**.  
The machine starts the scanning process.

<sup>1</sup> MFC-L8850CDW and MFC-L9550CDW

## NOTE

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The following scan modes are available.

- to USB
- to Network (Windows®)
- to FTP/SFTP
- to E-mail Server
- to E-mail
- to Image
- to OCR
- to File
- WS Scan<sup>1</sup> (Web Services Scan)

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<sup>1</sup> Windows® only (Windows Vista® SP2 or later, Windows® 7 and Windows® 8 (See Software and Network User's Guide.)



# A

## Routine maintenance

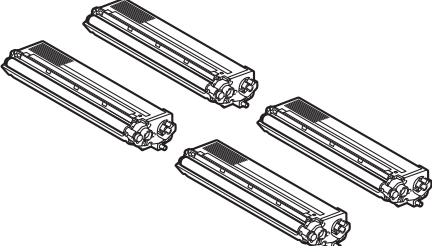
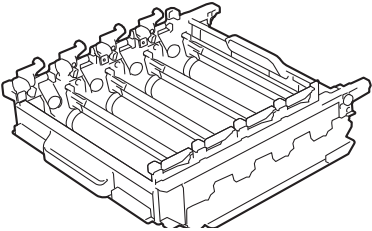
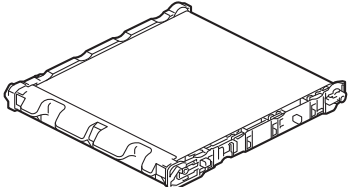
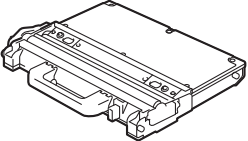
### Replacing supplies

You must replace supplies when the machine indicates that the life of the supply is over. You can replace the following supplies yourself:

Using non-Brother supplies may affect the print quality, hardware performance, and machine reliability.

#### NOTE

The drum unit and toner cartridge are two separate supplies. Make sure both are installed. If the toner cartridge is placed in the machine without the drum unit, the message `Drum !` may be displayed.

Toner cartridge	Drum unit
<p>See <i>Replacing the toner cartridges</i> on page 83. (For Oceania)</p> <p>Model Name: TN-341BK<sup>1</sup>, TN-341C<sup>1</sup>, TN-341M<sup>1</sup>, TN-341Y<sup>1</sup>, TN-346BK<sup>1</sup>, TN-346C<sup>1</sup>, TN-346M<sup>1</sup>, TN-346Y<sup>1</sup>, TN-349BK<sup>2</sup>, TN-349C<sup>2</sup>, TN-349M<sup>2</sup>, TN-349Y<sup>2</sup></p> <p>(For Asia)</p> <p>Model Name: TN-351BK, TN-351C, TN-351M, TN-351Y, TN-359BK, TN-359C, TN-359M, TN-359Y</p> <p><sup>1</sup> Available for MFC-L8600CDW and MFC-L8850CDW <sup>2</sup> Available for MFC-L9550CDW</p>	<p>See <i>Replacing the drum unit</i> on page 89. (For Oceania)</p> <p>Model Name: DR-341CL (For Asia)</p> <p>Model Name: DR-351CL</p>
	
Belt unit	Waste toner box
<p>See <i>Replacing the belt unit</i> on page 95. Model Name: BU-320CL</p>	<p>See <i>Replacing the waste toner box</i> on page 100. Model Name: WT-320CL</p>
	

The messages in the table appear on the Touchscreen. These messages provide advanced warnings to replace the supply items before they reach end of life. To avoid any inconvenience, you may want to buy spare supply items before the machine stops printing.

Touchscreen messages	Supply to prepare	Approximate life	How to replace	Model name
Toner Low: X	Toner cartridge X = BK, C, M, Y BK = Black C = Cyan M = Magenta Y = Yellow	<Black> 2,500 pages <sup>1 2 5</sup> 4,000 pages <sup>1 2 6</sup> 6,000 pages <sup>1 2 7</sup> <Cyan, Magenta, Yellow> 1,500 pages <sup>1 2 5</sup> 3,500 pages <sup>1 2 6</sup> 6,000 pages <sup>1 2 7</sup>	See page 83.	(For Oceania) TN-341BK <sup>5</sup> , TN-341C <sup>5</sup> , TN-341M <sup>5</sup> , TN-341Y <sup>5</sup> , TN-346BK <sup>6</sup> , TN-346C <sup>6</sup> , TN-346M <sup>6</sup> , TN-346Y <sup>6</sup> , TN-349BK <sup>7</sup> , TN-349C <sup>7</sup> , TN-349M <sup>7</sup> , TN-349Y <sup>7</sup> (For Asia) TN-351BK <sup>5</sup> , TN-351C <sup>5</sup> , TN-351M <sup>5</sup> , TN-351Y <sup>5</sup> , TN-359BK <sup>7</sup> , TN-359C <sup>7</sup> , TN-359M <sup>7</sup> , TN-359Y <sup>7</sup>
Drum End Soon	Drum unit	25,000 pages <sup>1 3 4</sup>	See page 89.	(For Oceania) DR-341CL (For Asia) DR-351CL
Belt End Soon	Belt unit	50,000 pages <sup>1 8</sup>	See page 95.	BU-320CL
WT Box End Soon	Waste toner box	50,000 pages <sup>1</sup>	See page 100.	WT-320CL

<sup>1</sup> A4 or Letter size single-sided pages.

<sup>2</sup> Approximate cartridge yield is declared in accordance with ISO/IEC 19798.

<sup>3</sup> 1 page per job

<sup>4</sup> Drum life is approximate and may vary by type of use.

<sup>5</sup> Standard toner cartridge

<sup>6</sup> High yield toner cartridge

<sup>7</sup> Super high yield toner cartridge

<sup>8</sup> 5 pages per job

You must clean the machine regularly and replace the supply items when the messages in the table are displayed on the Touchscreen.

Touchscreen messages	Supply to replace	Approximate life	How to replace	Model name
Replace Toner	Toner cartridge The Touchscreen displays the toner cartridge colour that you must replace. BK = Black C = Cyan M = Magenta Y = Yellow	<Black> 2,500 pages <sup>1 2 5</sup> 4,000 pages <sup>1 2 6</sup> 6,000 pages <sup>1 2 7</sup> <Cyan, Magenta, Yellow> 1,500 pages <sup>1 2 5</sup> 3,500 pages <sup>1 2 6</sup> 6,000 pages <sup>1 2 7</sup>	See page 83.	(For Oceania) TN-341BK <sup>5</sup> , TN-341C <sup>5</sup> , TN-341M <sup>5</sup> , TN-341Y <sup>5</sup> , TN-346BK <sup>6</sup> , TN-346C <sup>6</sup> , TN-346M <sup>6</sup> , TN-346Y <sup>6</sup> , TN-349BK <sup>7</sup> , TN-349C <sup>7</sup> , TN-349M <sup>7</sup> , TN-349Y <sup>7</sup> (For Asia) TN-351BK <sup>5</sup> , TN-351C <sup>5</sup> , TN-351M <sup>5</sup> , TN-351Y <sup>5</sup> , TN-359BK <sup>7</sup> , TN-359C <sup>7</sup> , TN-359M <sup>7</sup> , TN-359Y <sup>7</sup>
Replace Drum	Drum unit	25,000 pages <sup>1 3 4</sup>	See page 89.	(For Oceania) DR-341CL (For Asia) DR-351CL
Drum Stop	Drum unit			
Replace Belt	Belt unit	50,000 pages <sup>1 8</sup>	See page 95.	BU-320CL
Replace WT Box	Waste toner box	50,000 pages <sup>1</sup>	See page 100.	WT-320CL
Replace Fuser	Fuser unit	100,000 pages <sup>1</sup>	Contact Brother customer service or your local Brother dealer to replace the fuser unit.	

Touchscreen messages	Supply to replace	Approximate life	How to replace	Model name
Replace PF Kit MP	Paper feeding kit	50,000 pages <sup>1</sup>	Contact Brother customer service or your local Brother dealer to replace the paper feeding kit.	
Replace PF Kit1	Paper feeding kit	100,000 pages <sup>1</sup>		
Replace PF Kit2	Paper feeding kit	100,000 pages <sup>1</sup>		
Replace Laser	Laser unit	100,000 pages <sup>1</sup>	Contact Brother customer service or your local Brother dealer to replace the laser unit.	

<sup>1</sup> A4 or Letter size single-sided pages.

<sup>2</sup> Approximate cartridge yield is declared in accordance with ISO/IEC 19798.

<sup>3</sup> 1 page per job

<sup>4</sup> Drum life is approximate and may vary by type of use.

<sup>5</sup> Standard toner cartridge

<sup>6</sup> High yield toner cartridge

<sup>7</sup> Super high yield toner cartridge

<sup>8</sup> 5 pages per job

## NOTE

- Discard the used supplies according to local regulations, keeping it separate from domestic waste. If you have questions, contact your local waste disposal office. Be sure to reseal the used supplies tightly so that the material inside does not spill.
- We recommend placing used supply items on a piece of paper to prevent accidentally spilling or scattering the material inside.
- If you use paper that is not a direct equivalent for the recommended paper, the life of supply items and machine parts may be reduced.
- The projected life for each of the toner cartridges is based on ISO/ICE 19798. Frequency of replacement will vary depending on the print volume, percentage of coverage, types of media used, and powering on/off the machine.
- Frequency of replacement supplies except toner cartridges will vary depending on the print volume, types of media used, and powering on/off the machine.
- Availability of toner cartridges differs from one country to another. Visit the Brother Solutions Center at <http://solutions.brother.com/> or contact your local Brother office for further details.

## Replacing the toner cartridges

(For Oceania)

Model Name: TN-341BK<sup>1</sup>, TN-341C<sup>1</sup>, TN-341M<sup>1</sup>, TN-341Y<sup>1</sup>, TN-346BK<sup>2</sup>, TN-346C<sup>2</sup>, TN-346M<sup>2</sup>, TN-346Y<sup>2</sup>, TN-349BK<sup>3</sup>, TN-349C<sup>3</sup>, TN-349M<sup>3</sup>, TN-349Y<sup>3</sup>

(For Asia)

Model Name: TN-351BK<sup>1</sup>, TN-351C<sup>1</sup>, TN-351M<sup>1</sup>, TN-351Y<sup>1</sup>, TN-359BK<sup>3</sup>, TN-359C<sup>3</sup>, TN-359M<sup>3</sup>, TN-359Y<sup>3</sup>

The Standard toner cartridge can print approximately 2,500 pages<sup>4</sup> (Black) or approximately 1,500 pages<sup>4</sup> (Cyan, Magenta, Yellow). The High Yield toner cartridge can print approximately 4,000 pages<sup>4</sup> (Black) or approximately 3,500 pages<sup>4</sup> (Cyan, Magenta, Yellow). The Super High Yield toner cartridge can print approximately 6,000 pages<sup>4</sup> (Black, Cyan, Magenta, Yellow). Actual page count will vary depending on your average type of document.

When a toner cartridge is running low, the Touchscreen displays **Toner Low**.

The toner cartridges that come supplied with the machine must be replaced after approximately 2,500 pages<sup>4</sup> (Black) or approximately 1,500 pages<sup>4</sup> (Cyan, Magenta, Yellow) for MFC-L8600CDW, MFC-L8850CDW and (For Asia) MFC-L9550CDW, and approximately 6,000 pages<sup>4</sup> (Black, Cyan, Magenta, Yellow) for (For Oceania) MFC-L9550CDW.

- <sup>1</sup> Standard toner cartridge
- <sup>2</sup> High yield toner cartridge
- <sup>3</sup> Super high yield toner cartridge
- <sup>4</sup> Approximate cartridge yield is declared in accordance with ISO/IEC 19798.

## NOTE

- The indication of remaining toner life will vary depending on the types of documents printed and customer's usage.
- It is a good idea to keep a new toner cartridge ready for use when you see the **Toner Low** warning.
- To ensure high quality printing, we recommend that you use only Brother Original toner cartridges. When you want to buy toner cartridges, contact Brother customer service or your local Brother dealer.
- We recommend that you clean the machine when you replace the toner cartridge (see *Cleaning and Checking the machine* on page 107).
- DO NOT unpack the new toner cartridge until you are ready to install it.

## Toner Low: X

If the Touchscreen displays **Toner Low: X**, buy a new toner cartridge for the colour indicated on the Touchscreen and have it ready before you get a **Replace Toner** message.

## Replace Toner

When the Touchscreen displays **Replace Toner** the machine will stop printing until you replace the toner cartridge.

The Touchscreen indicates the toner cartridge colour that you must replace. (BK=Black, C=Cyan, M=Magenta, Y=Yellow).

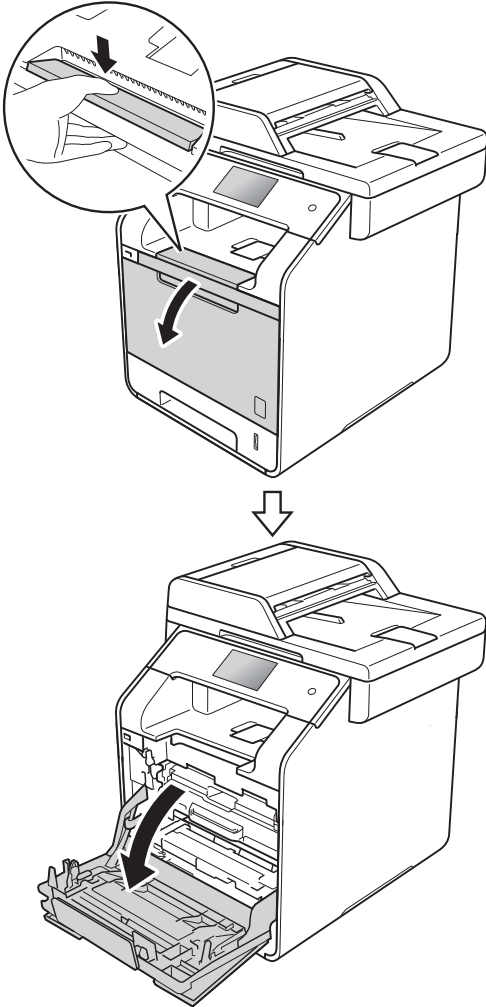
A new Brother Original toner cartridge will reset the **Replace Toner** message.

## NOTE

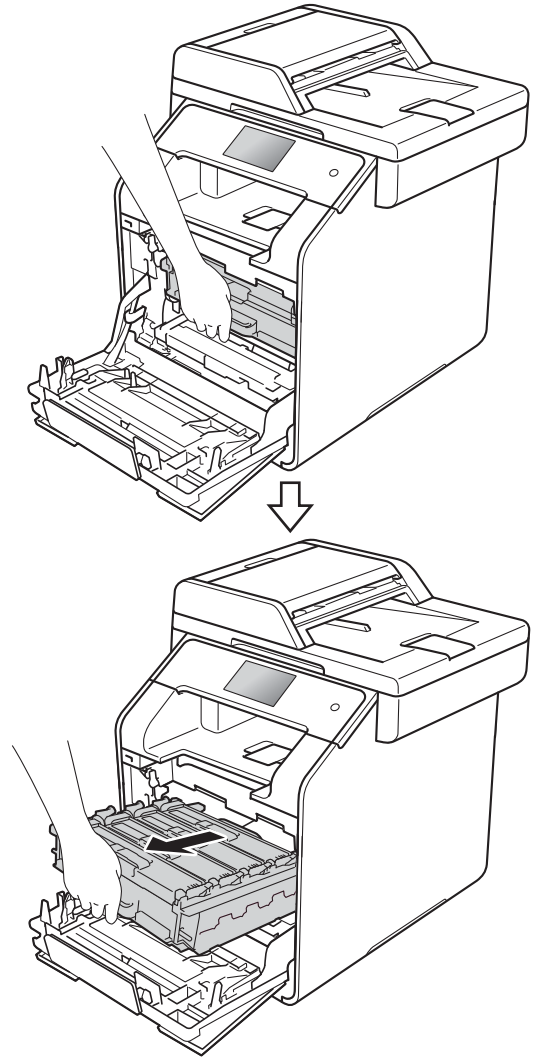
For more information about how the toner cartridge life is calculated, see *Important information for the toner cartridge life* on page 243.

## Replacing the toner cartridges

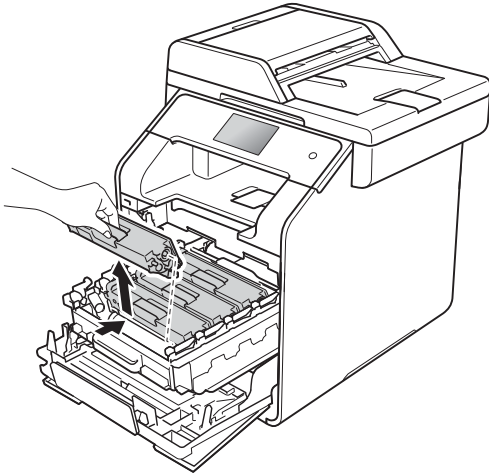
- 1 Make sure the machine is turned on.
- 2 Press the front cover release button and pull open the front cover.



- 3 Hold the blue handle of the drum unit. Pull the drum unit out until it stops.



- 4 Hold the handle of the toner cartridge and gently push it toward the machine to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



## ⚠ WARNING



- DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the machine. Doing so could cause a fire or electrical shock. Instead, use only a dry, lint-free cloth.

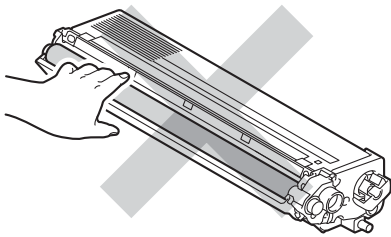
(See Product Safety Guide)



## IMPORTANT

- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

### <Toner cartridge>



- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

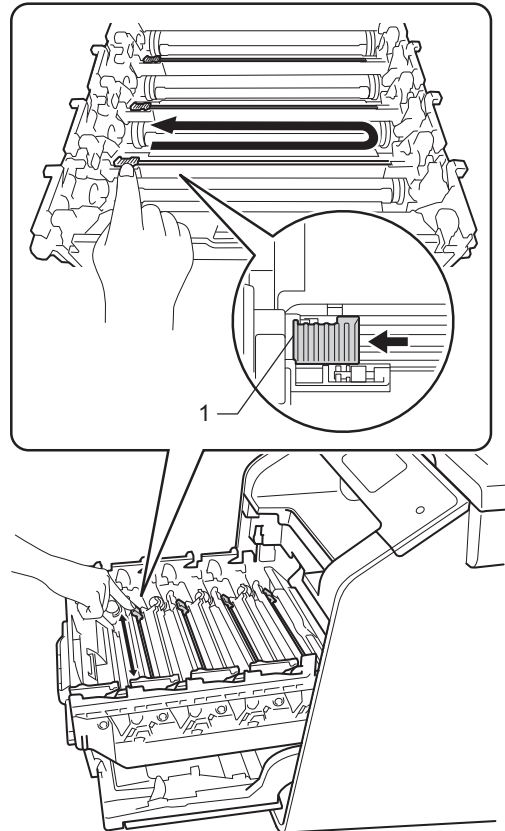
## NOTE

- Be sure to seal up the used toner cartridge tightly in a bag so that toner powder does not spill out of the cartridge.
- Discard the used supplies according to local regulations, keeping it separate from domestic waste. If you have questions, contact your local waste disposal office. Be sure to reseal the used supplies tightly so that the material inside does not spill.

- 5 Clean the corona wire inside the drum unit by gently sliding the blue tab from left to right and right to left several times.

## IMPORTANT

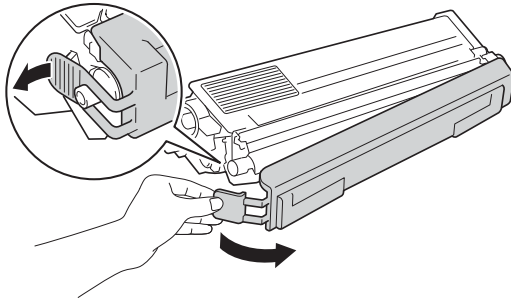
Be sure to return the tab to the home position (1). If you do not, printed pages may have a vertical stripe.



- 6 Repeat step 5 to clean each of the three remaining corona wires.

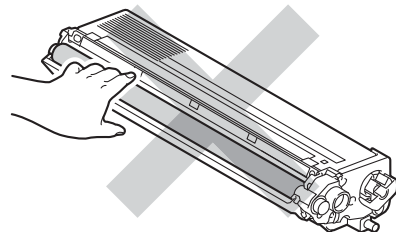


- 7 Unpack the new toner cartridge, then pull off the protective cover.



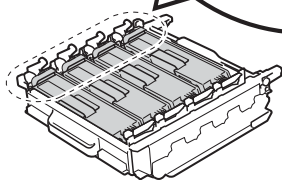
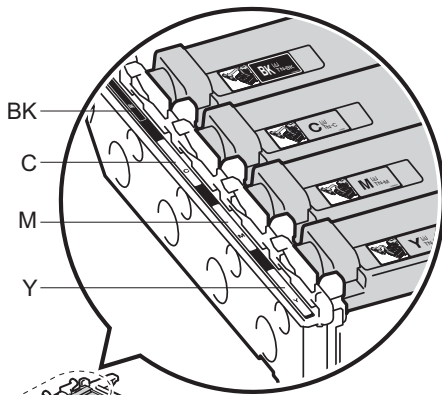
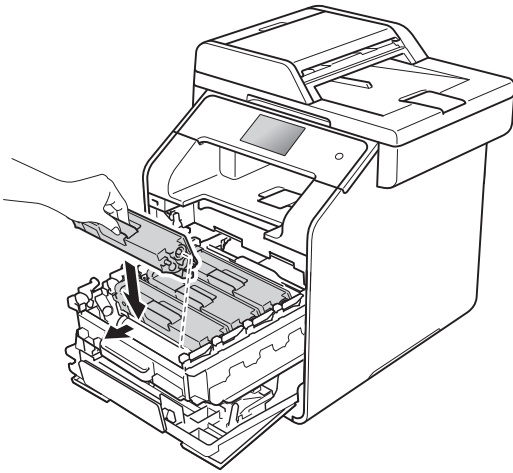
## IMPORTANT

- Unpack the toner cartridge just before you put it in the machine. If a toner cartridge is left unpacked for a long time, the toner life will be shortened.
- If an unpacked drum unit is placed in direct sunlight (or room light for long periods of time), the unit may be damaged.
- Brother machines are designed to work with toner of a particular specification and will work to a level of optimum performance when used with Brother Original toner cartridges. Brother cannot guarantee this optimum performance if toner or toner cartridges of other specifications are used. Brother does not therefore recommend the use of cartridges other than Brother Original cartridges with this machine, or the refilling of empty cartridges with toner from other sources. If damage is caused to the drum unit or other parts of this machine as a result of the use of toner or toner cartridges other than Brother Original products due to the incompatibility or lack of suitability of those products with this machine, any repairs required as a result may not be covered by the warranty.
- Put the new toner cartridge in the drum unit immediately after you remove its protective cover. To prevent any degradation to the print quality, **DO NOT** touch the shaded parts shown in the illustrations.



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- 8 Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit then gently pull it toward you until you hear it click into place. Make sure that you match the toner cartridge colour to the same colour label on the drum unit. Repeat this for all the toner cartridges.

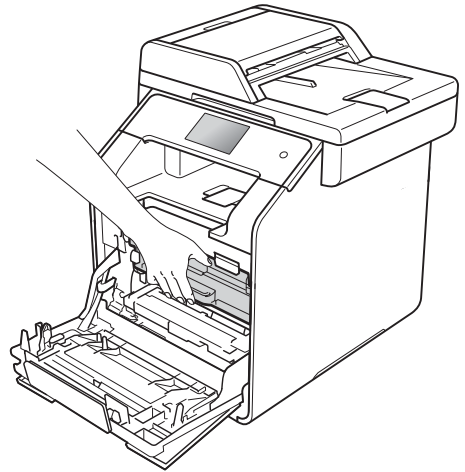
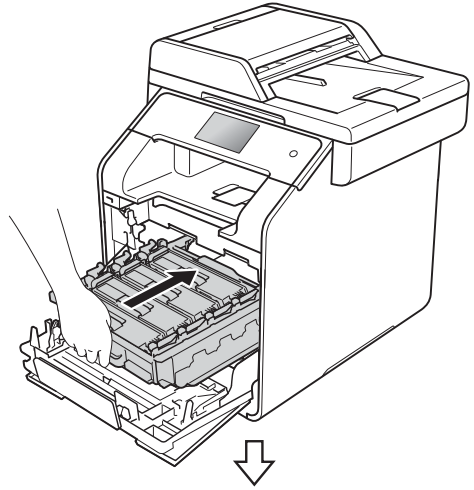


BK = Black, C = Cyan,  
M = Magenta, Y = Yellow

## NOTE

Make sure you installed the toner cartridge correctly or it may separate from the drum unit.

- 9 Push the drum unit in until it stops.



- 10 Close the front cover of the machine.

## NOTE

After replacing a toner cartridge, DO NOT turn off the machine or open the front cover until the Touchscreen clears the Please wait. message and returns to Ready mode.

## Replacing the drum unit

(For Oceania)

Model Name: DR-341CL

(For Asia)

Model Name: DR-351CL

A new drum unit can print approximately 25,000 A4 or Letter size single-sided pages.<sup>1</sup>

<sup>1</sup> Drum life is approximate and may vary by type of use.

### IMPORTANT

For best performance, use a Brother Original drum unit and Brother Original toner units. Printing with a third-party drum unit or toner unit may reduce not only the print quality but also the quality and life of the machine itself. Warranty coverage may not apply to problems caused by the use of a third-party drum unit or toner unit.

### Drum !

The corona wires are coated with paper dust or toner. Clean the corona wires in the four drums (see *Cleaning the corona wires* on page 114).

If you cleaned the corona wires and the Drum ! error is still displayed on the Touchscreen, then the drum unit is at the end of its life. Replace the drum unit with a new set.

### Drum End Soon

The drum unit is nearing the end of its rated life and will require replacement. We recommend you keep a Brother Original drum unit ready for installation. Buy a new drum unit (DR-341CL / DR-351CL) and have it ready before you get a Replace Drum message.

## Replace Drum

The drum unit has exceeded its rated life. Replace the drum unit with a new one. We recommend a Brother Original drum unit be installed at this time.

When you replace the drum unit with a new one, you must reset the drum counter. Instructions of how to do this can be found in the box your new drum unit came in.

### Drum Stop

We cannot guarantee the print quality. Replace the drum unit with a new one. We recommend a Brother Original drum unit be installed at this time.

When you replace the drum unit with a new one, you must reset the drum counter. Instructions of how to do this can be found in the box your new drum unit came in.

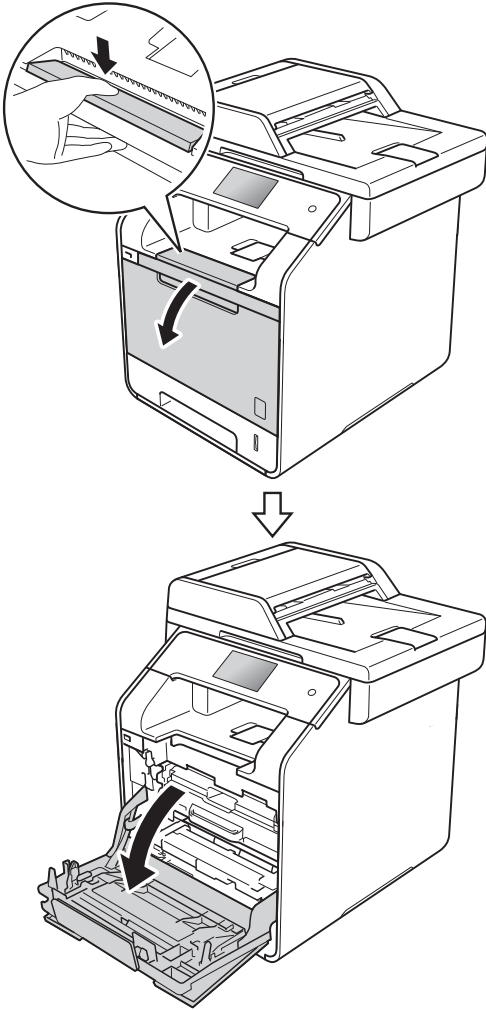
## Replacing the drum unit

### IMPORTANT

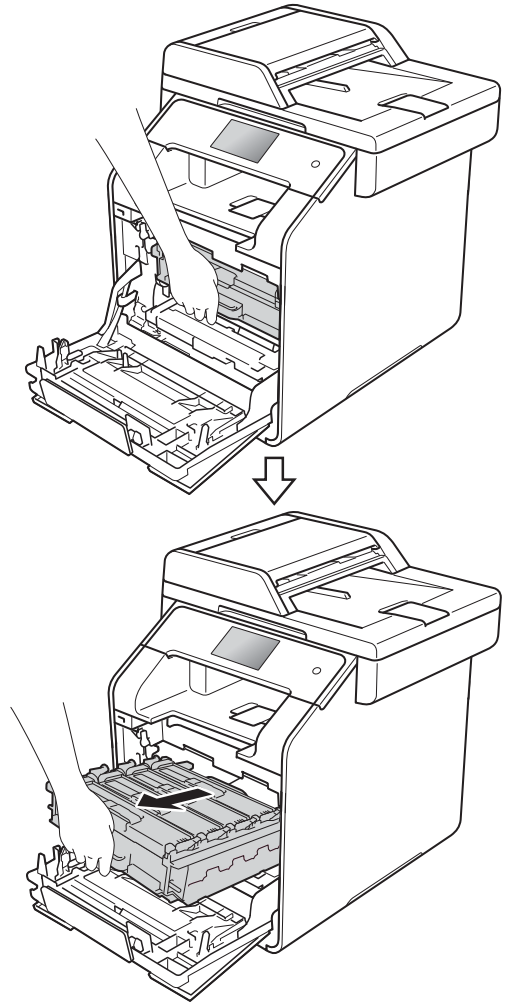
- While removing the drum unit, handle it carefully because it may contain toner. If toner scatters on your hands or clothes, wipe or wash it off with cold water at once.
- Every time you replace the drum unit, clean the inside of the machine (see *Cleaning and Checking the machine* on page 107).
- DO NOT unpack the new drum unit until you are ready to install it. Exposure to direct sunlight (or room light for long periods of time) may damage the drum unit.

- 1 Make sure the machine is turned on.

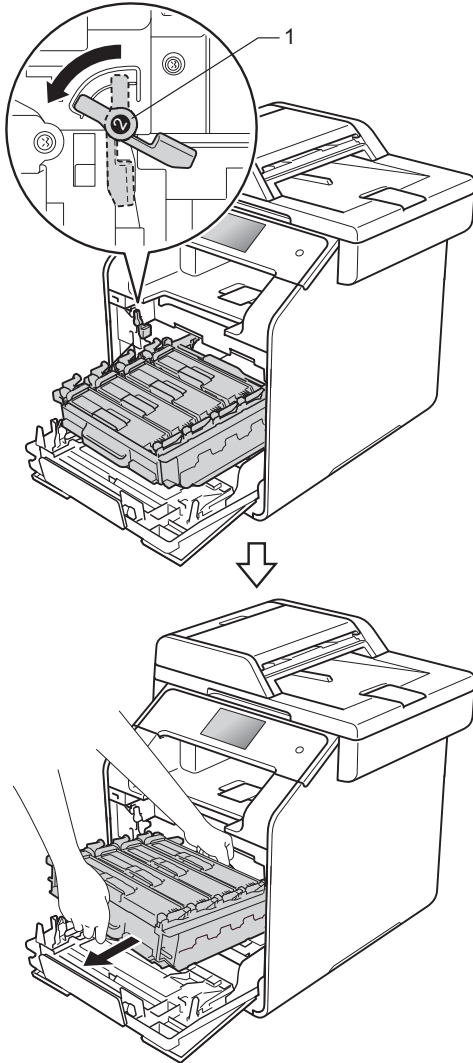
2 Press the front cover release button and pull open the front cover.



3 Hold the blue handle of the drum unit. Pull the drum unit out until it stops.

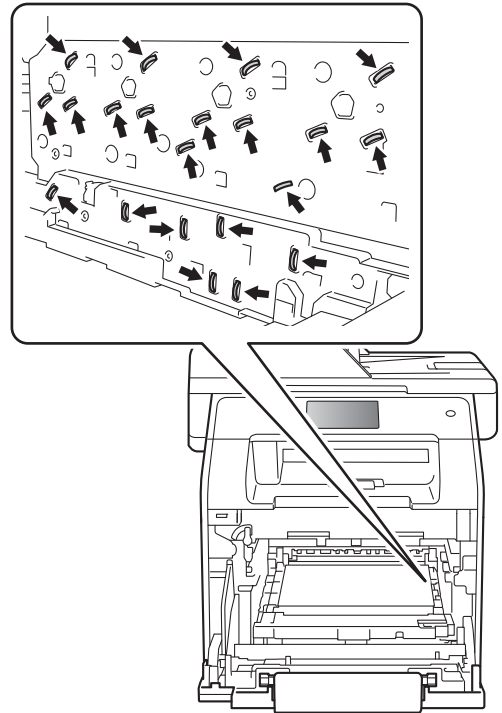


- 4 Turn the blue lock lever (1) at the left of the machine counterclockwise to the release position. Holding the blue handles of the drum unit, lift the front of the drum unit and remove it from the machine.

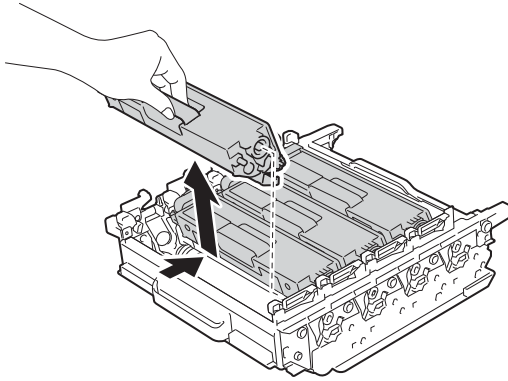


## IMPORTANT

- We recommend that you place the drum unit on a clean, flat surface with a piece of disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



- 5 Hold the handle of the toner cartridge and gently push it forward to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



## ⚠ WARNING



- DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the machine. Doing so could cause a fire or electrical shock. Instead, use only a dry, lint-free cloth.

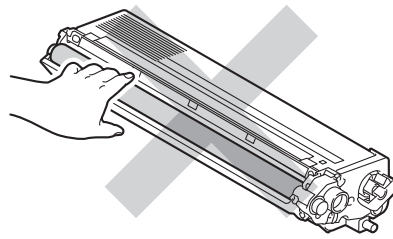
(See Product Safety Guide)



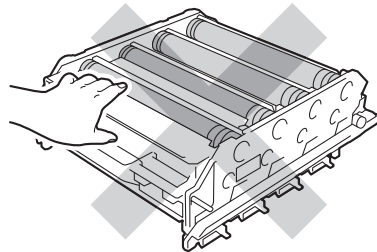
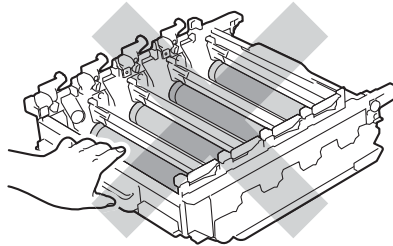
## IMPORTANT

- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.

### <Toner cartridge>



### <Drum unit>

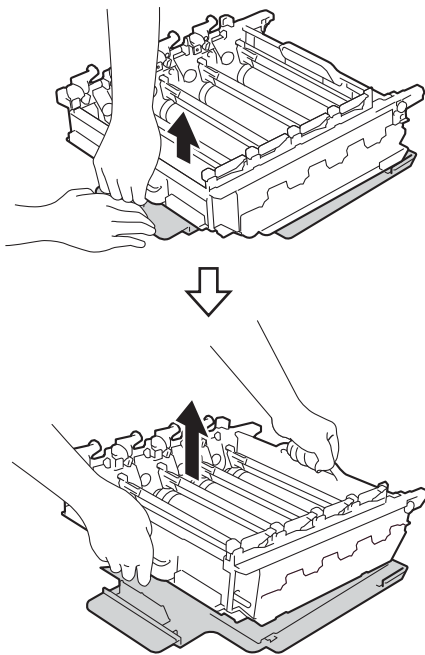


- We recommend that you place the toner cartridge on a clean, flat, level, stable surface with a sheet of disposable paper or cloth underneath it in case you accidentally spill or scatter toner.

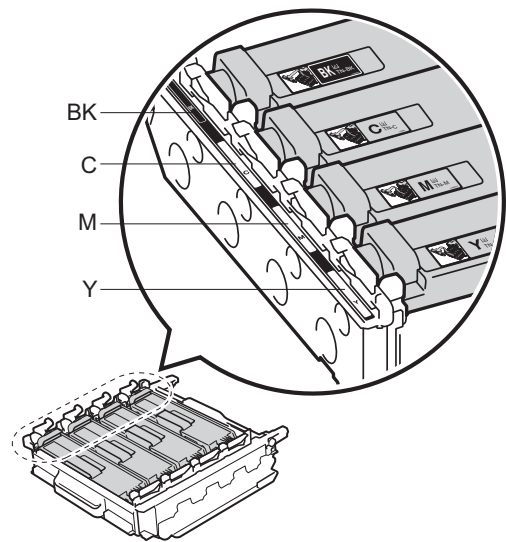
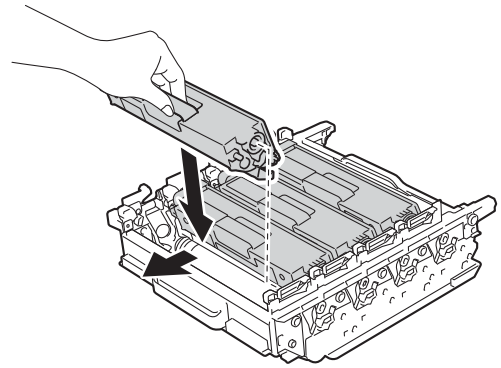
**NOTE**

- Be sure to seal up the used drum unit tightly in a bag so that toner powder does not spill out of the drum unit.
- Discard the used supplies according to local regulations, keeping it separate from domestic waste. If you have questions, contact your local waste disposal office. Be sure to reseal the used supplies tightly so that the material inside does not spill.

- 6 Unpack the new drum unit and remove the protective cover.



- 7 Hold the handle of the toner cartridge and slide it into the appropriate coloured section of the drum unit until it clicks into place.

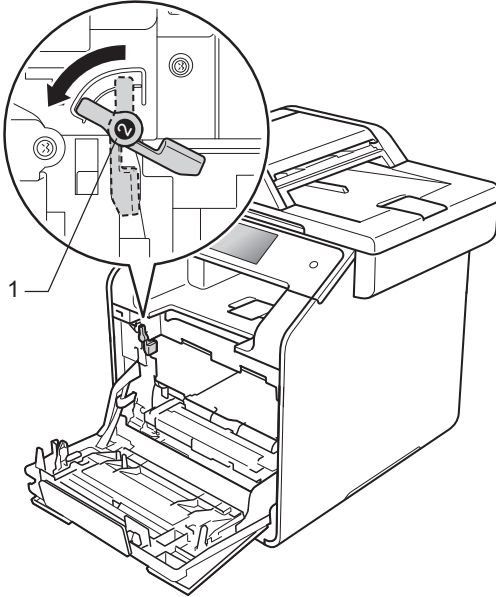


BK = Black, C = Cyan,  
M = Magenta, Y = Yellow

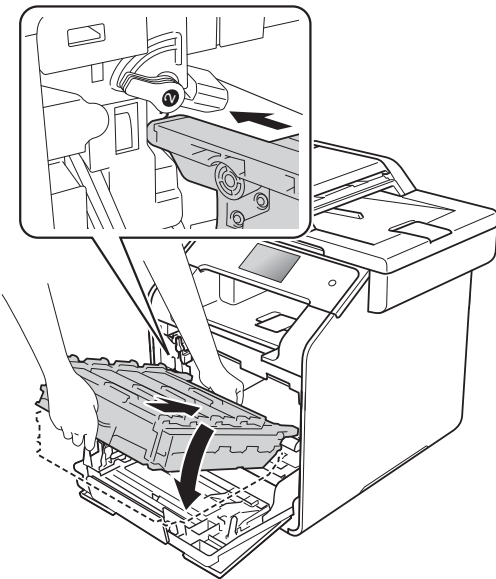
**NOTE**

Make sure you install the toner cartridge correctly or it may separate from the drum unit.

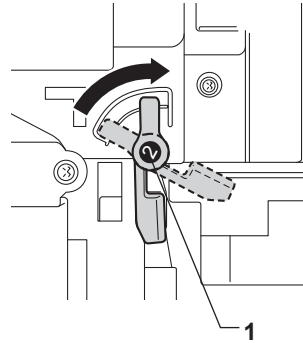
- 8 Make sure the blue lock lever (1) is in the release position as shown in the illustration.



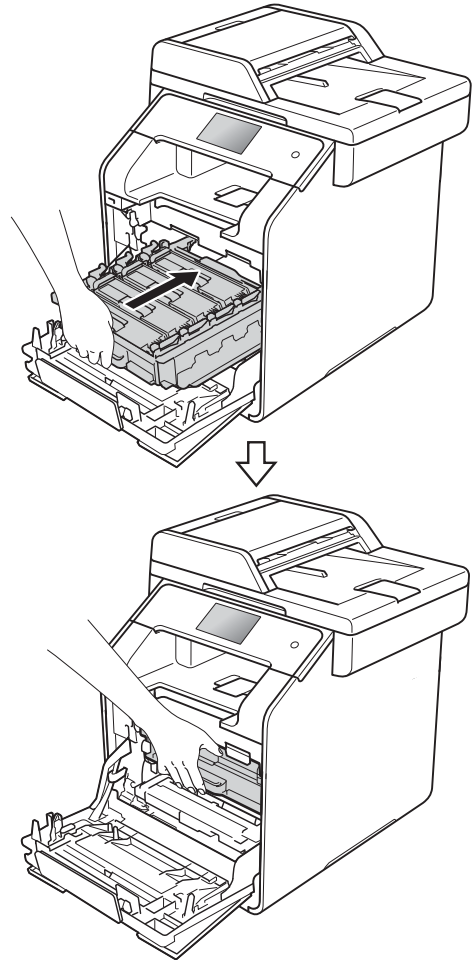
- 9 Gently slide the drum unit into the machine until it stops at the blue lock lever.



- 10 Turn the blue lock lever (1) clockwise to the lock position.



- 11 Push the drum unit in until it stops.



- 12 Close the front cover of the machine.



- 13 When you replace the drum unit with a new one, you must reset the drum counter. Instructions of how to do this can be found in the box your new drum unit came in.

## Replacing the belt unit

---

Model name: BU-320CL

A new belt unit can print approximately 50,000 (5 pages per job) A4 or Letter size single-sided pages.<sup>1</sup>

<sup>1</sup> Belt unit life is approximate and may vary by type of use.

### Belt End Soon

If the Touchscreen displays `Belt End Soon`, it means the belt unit is near the end of its life. Buy a new belt unit and have it ready before you get a `Replace Belt` message. To replace the belt unit, see *Replacing the belt unit* on page 95.

### Replace Belt

When the `Replace Belt` message appears on the Touchscreen, you must replace the belt unit.

When you replace the belt unit with a new one, you must reset the belt unit counter. Instructions of how to do this can be found in the box your new belt unit came in.

### IMPORTANT

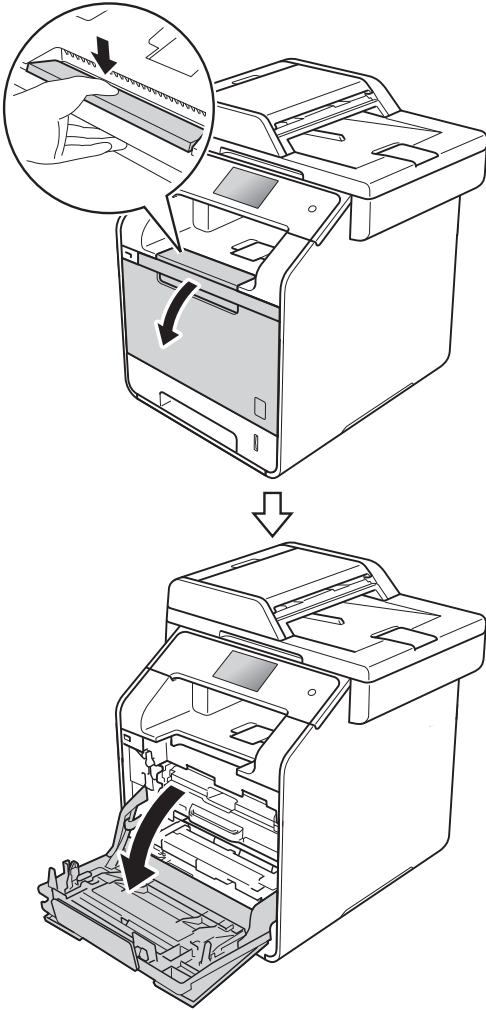
---

- DO NOT touch the surface of the belt unit. If you touch it, it could decrease print quality.
  - Damage caused by incorrect handling of the belt unit may void your warranty.
- 

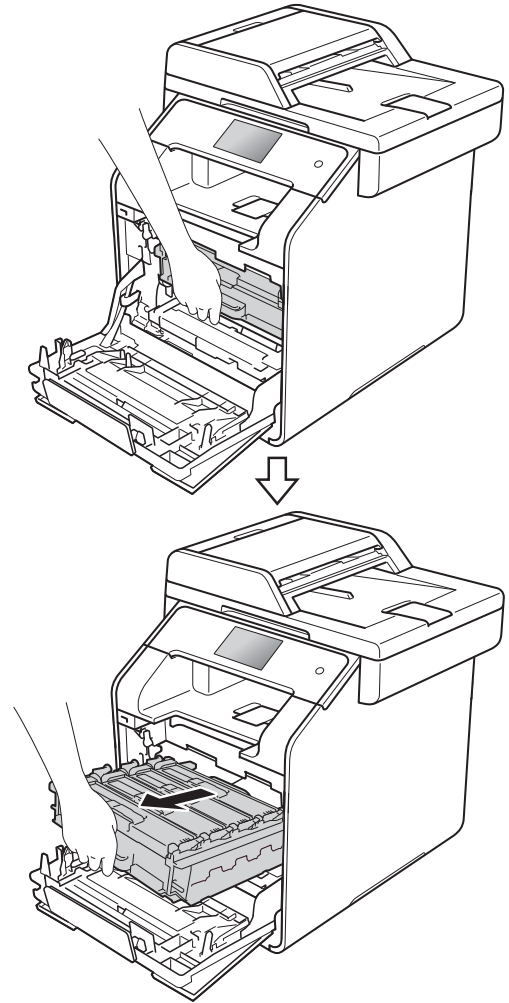
### Replacing the belt unit

- 1 Make sure the machine is turned on.

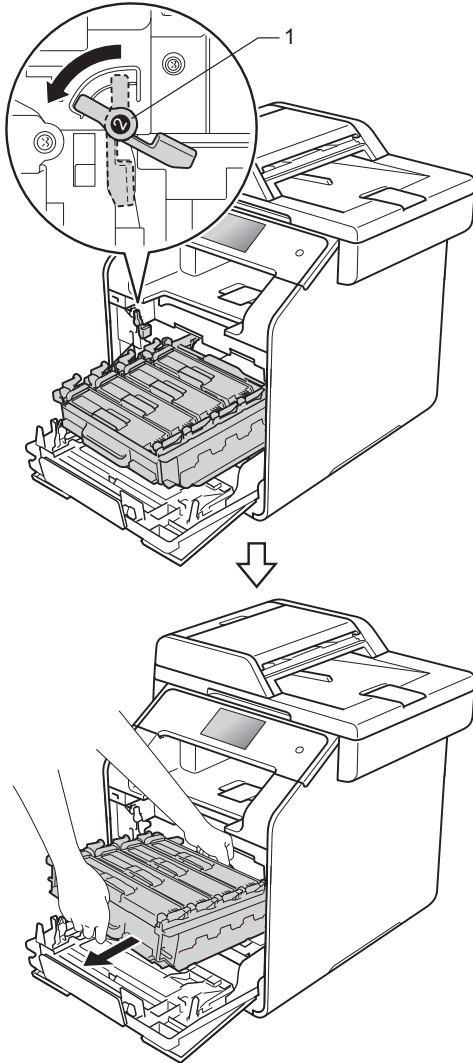
- 2 Press the front cover release button and pull open the front cover.



- 3 Hold the blue handle of the drum unit. Pull the drum unit out until it stops.

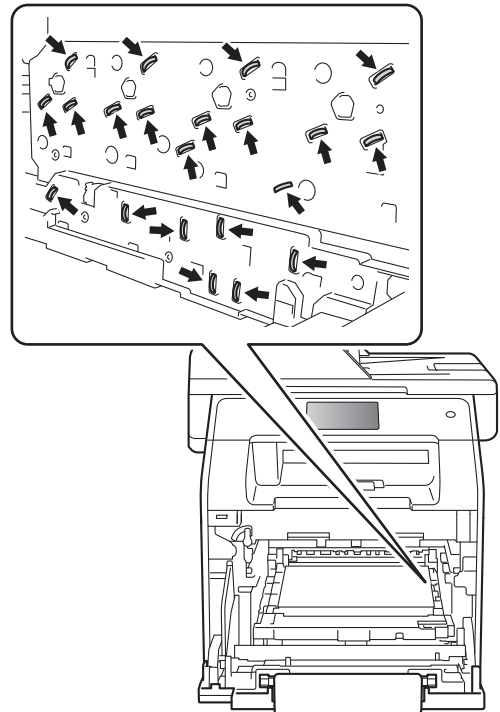


- 4 Turn the blue lock lever (1) at the left of the machine counterclockwise to the release position. Holding the blue handles of the drum unit, lift the front of the drum unit and remove it from the machine.

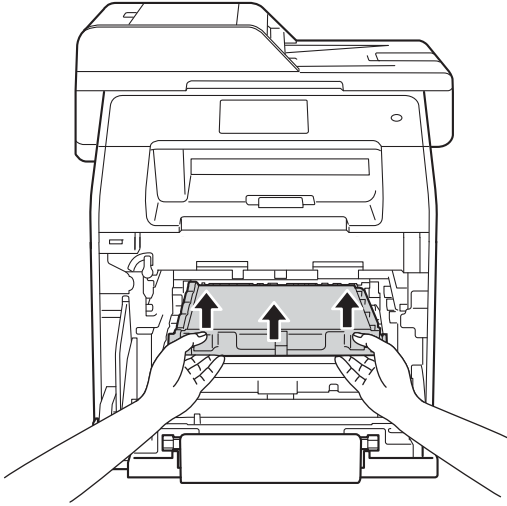


## IMPORTANT

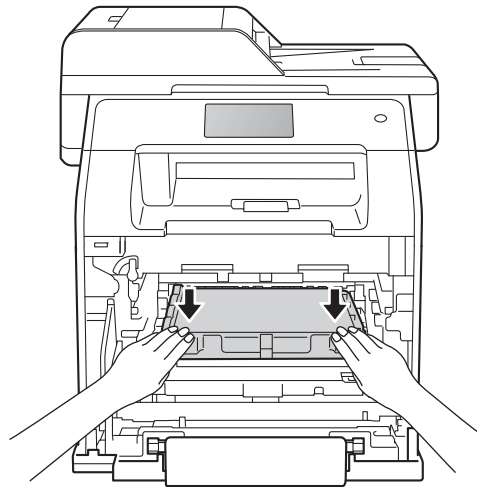
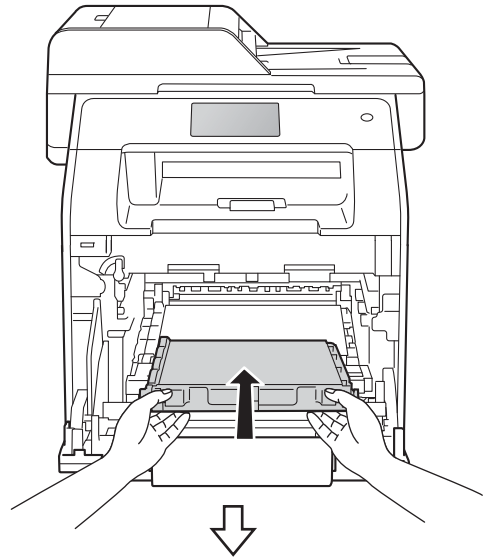
- We recommend that you place the drum unit on a clean, flat surface with disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



- 5 Hold the blue handle of the belt unit with both hands and lift the belt unit up, then pull it out.

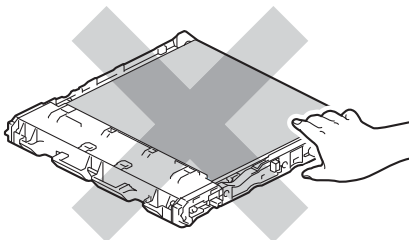
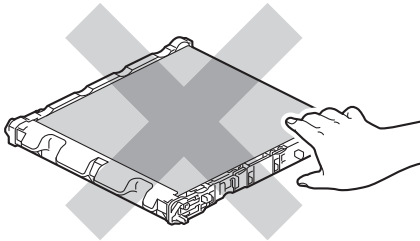


- 6 Unpack the new belt unit and install the new belt unit in the machine. Make sure the belt unit is level and fits firmly into place.

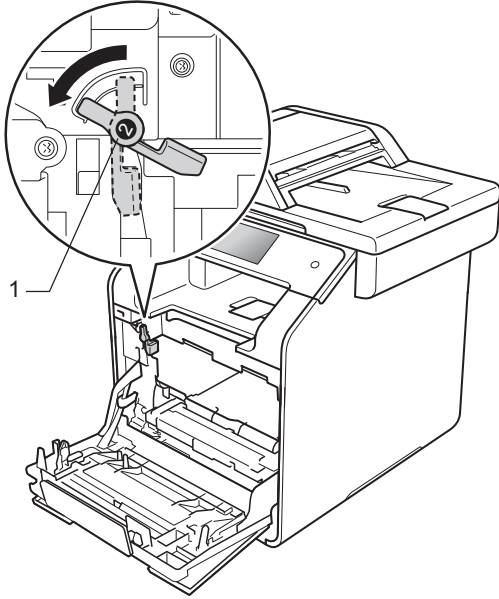


**IMPORTANT**

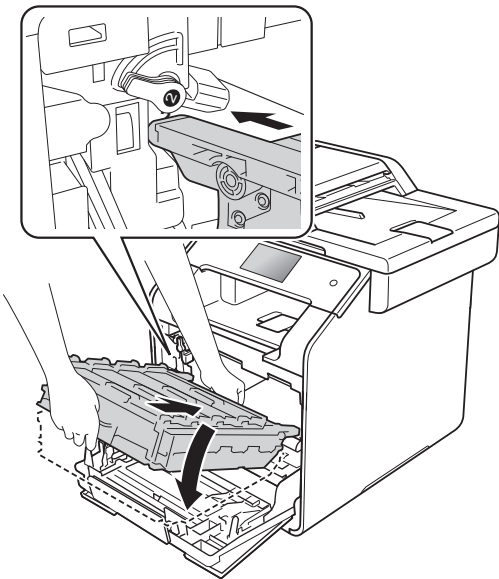
To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



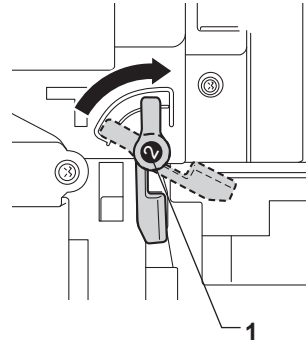
- 7 Make sure the blue lock lever (1) is in the release position as shown in the illustration.



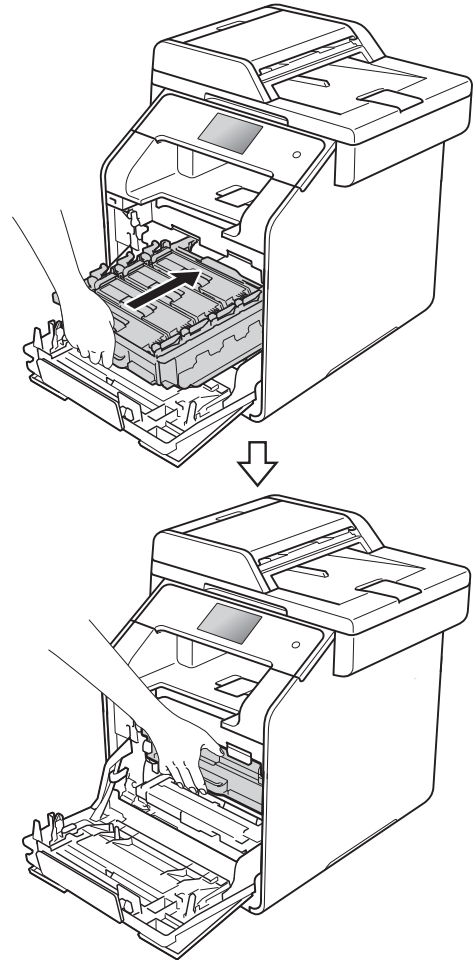
- 8 Gently slide the drum unit into the machine until it stops at the blue lock lever.



- 9 Turn the blue lock lever (1) clockwise to the lock position.



- 10 Push the drum unit in until it stops.



- 11 Close the front cover of the machine.

- 12 When you replace the belt unit with a new one, you need to reset the belt unit counter. Instructions of how to do this can be found in the box your new belt unit came in.

## **Replacing the waste toner box**

---

Model name: WT-320CL

The life of a waste toner box is approximately 50,000 A4 or Letter size single-sided pages.<sup>1</sup>

<sup>1</sup> Waste toner box life is approximate and may vary by type of use.

### **WT Box End Soon**

If the Touchscreen displays `WT Box End Soon`, it means the waste toner box is near the end of its life. Buy a new waste toner box and have it ready before you get a `Replace WT Box` message.

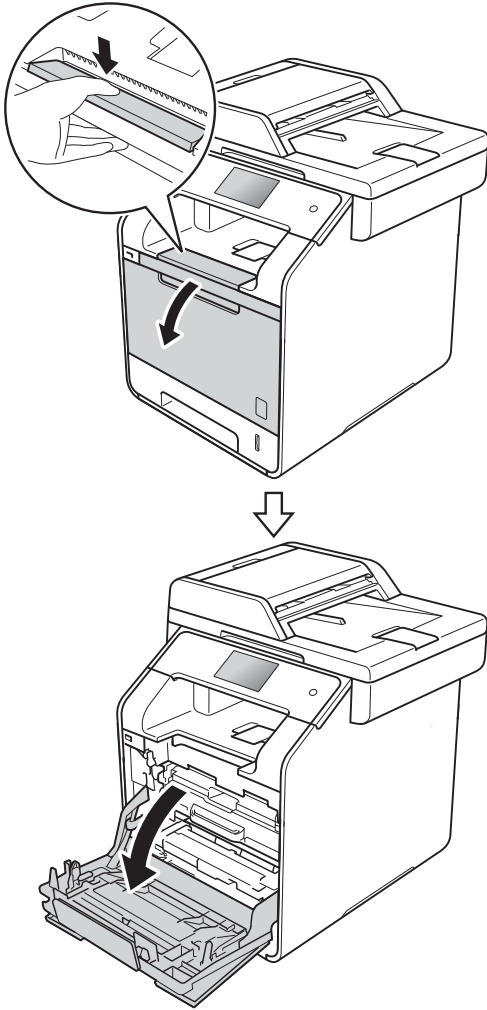
### **Replace WT Box**

When the `Replace WT Box` message appears on the Touchscreen, you must replace the waste toner box.

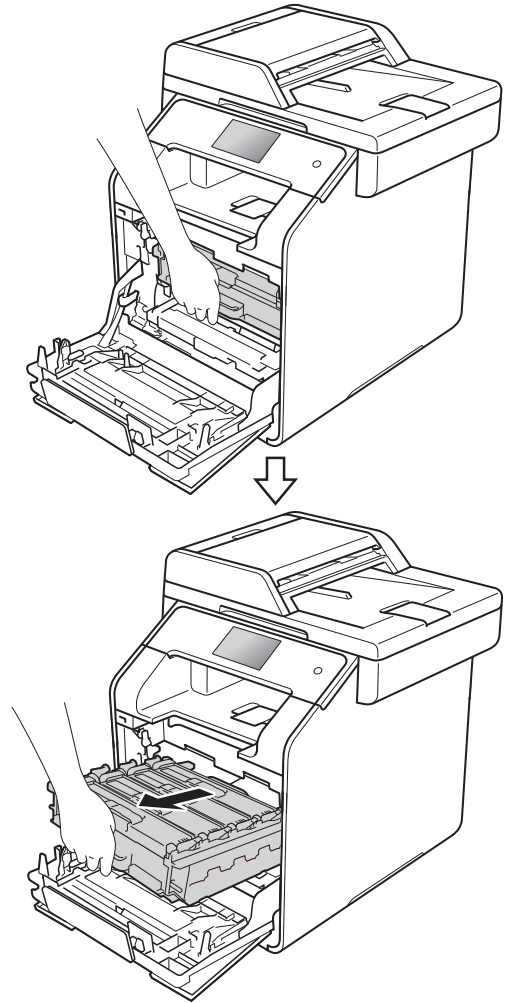
### **Replacing the waste toner box**

- 1 Make sure the machine is turned on.

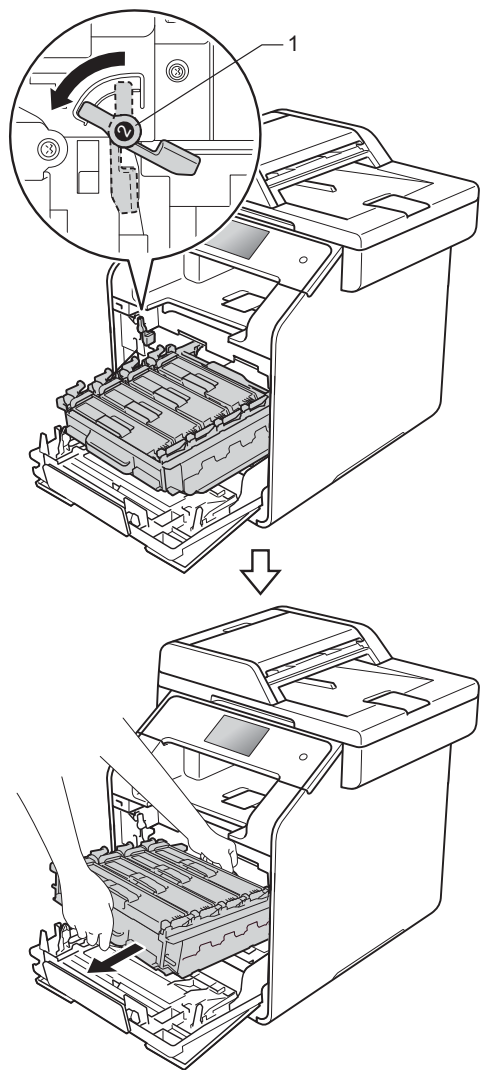
- 2 Press the front cover release button and pull open the front cover.



- 3 Hold the blue handle of the drum unit. Pull the drum unit out until it stops.

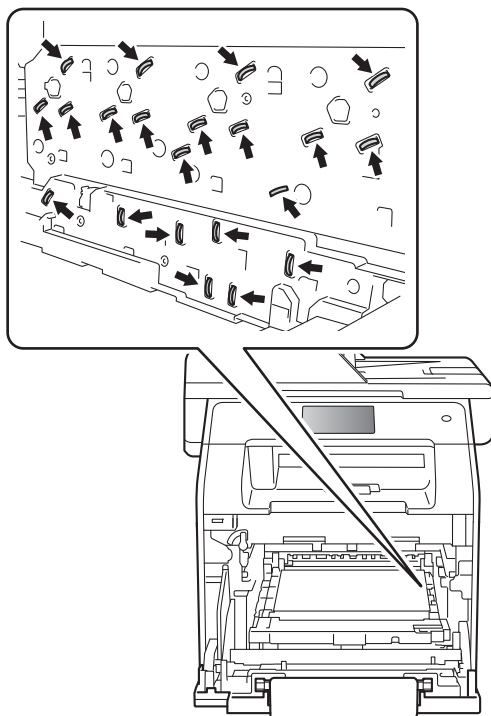


- 4 Turn the blue lock lever (1) at the left of the machine counterclockwise to the release position. Holding the blue handles of the drum unit, lift the front of the drum unit and remove it from the machine.



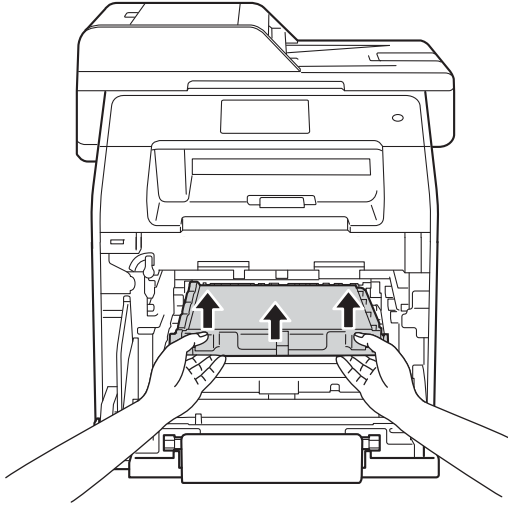
## IMPORTANT

- We recommend that you place the drum unit on a clean, flat surface with disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



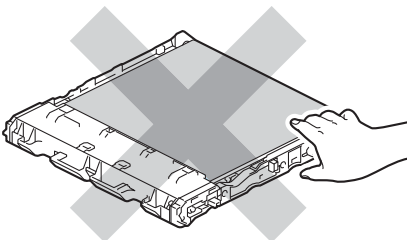
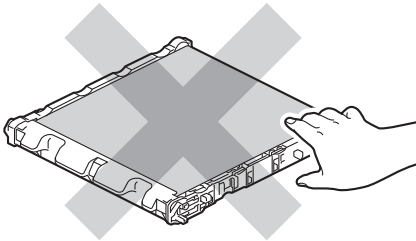


- 5 Hold the blue handle of the belt unit with both hands and lift the belt unit up, then pull it out.

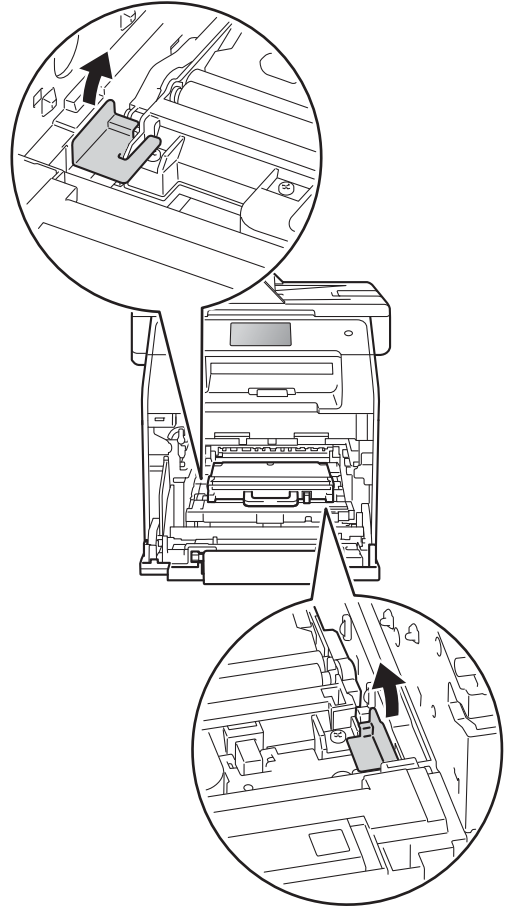


**IMPORTANT**

To avoid print quality problems, DO NOT touch the shaded parts shown in the illustrations.



- 6 Remove the two pieces of orange packing material and discard them.

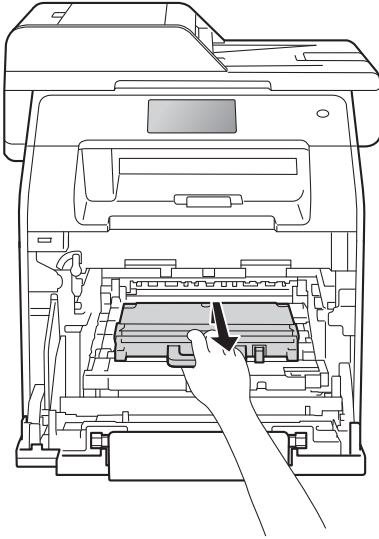


**NOTE**

This step is only necessary when you are replacing the waste toner box for the first time, and is not required for the replacement waste toner box. The orange packing pieces are installed at the factory to protect your machine during shipment.

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- 7 Hold the blue handle of the waste toner box and remove the waste toner box from the machine.



### IMPORTANT

DO NOT reuse the waste toner box.

### WARNING



- DO NOT put the waste toner box into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the machine. Doing so could cause a fire or electrical shock. Instead, use only a dry, lint-free cloth.

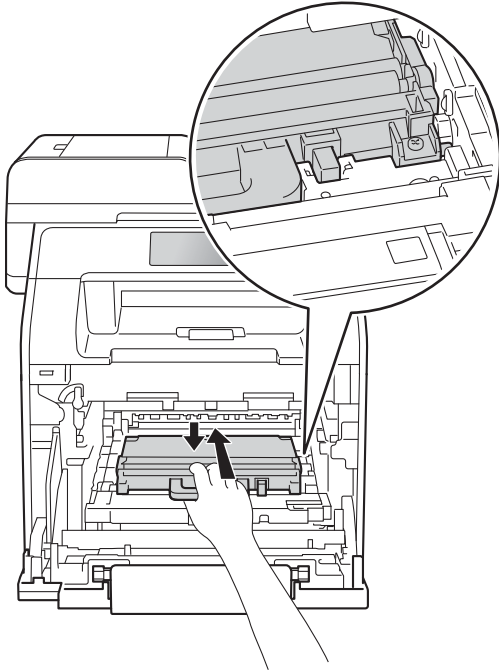
(See Product Safety Guide)



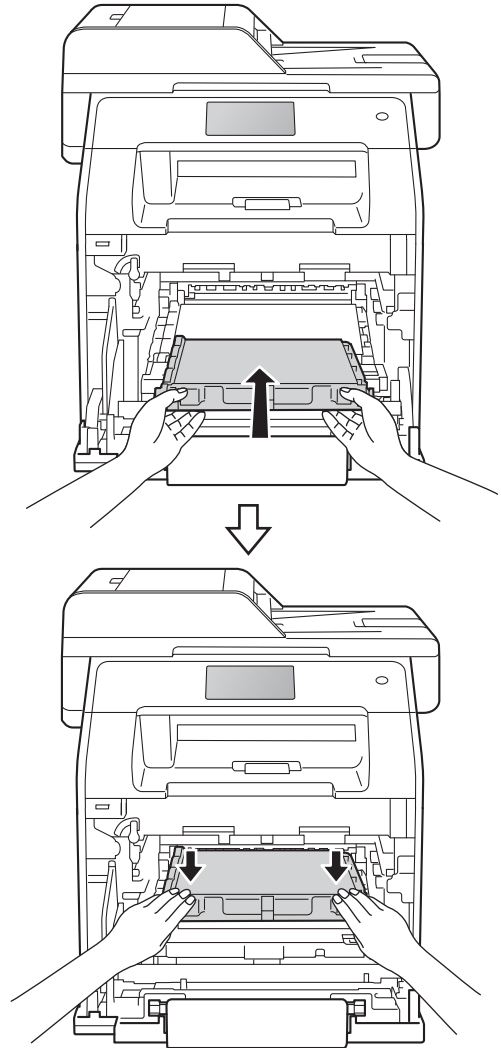
### NOTE

- Be sure to seal up the waste toner box tightly in an appropriate bag so that toner powder does not spill out of the waste toner box.
- Discard the used waste toner box according to local regulations, keeping it separate from domestic waste. If you have questions, call your local waste disposal office.

- 8 Unpack the new waste toner box and install the new waste toner box in the machine using the blue handle. Make sure the waste toner box is level and fits firmly into place.

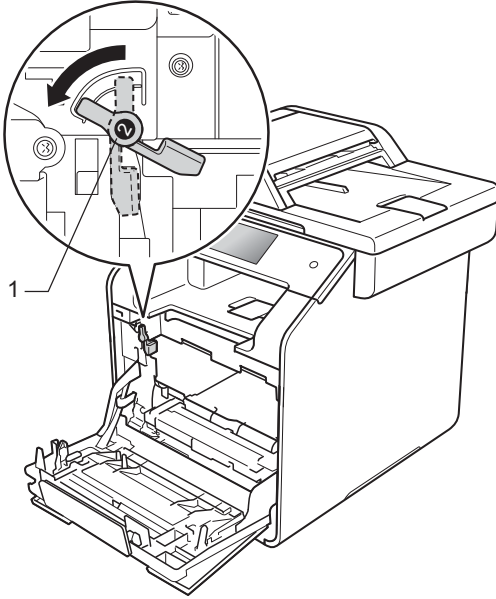


- 9 Slide the belt unit back into the machine. Make sure the belt unit is level and fits firmly into place.

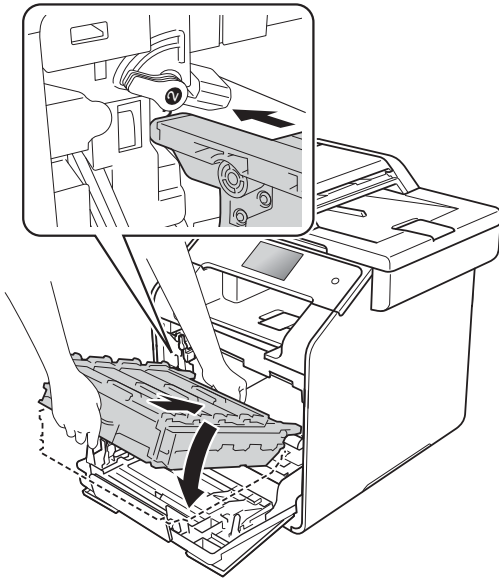


A

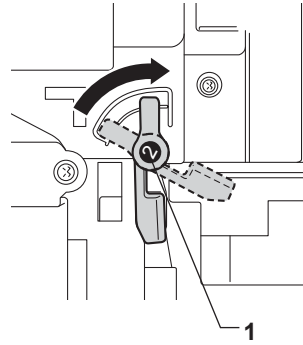
- 10 Make sure the blue lock lever (1) is in the release position as shown in the illustration.



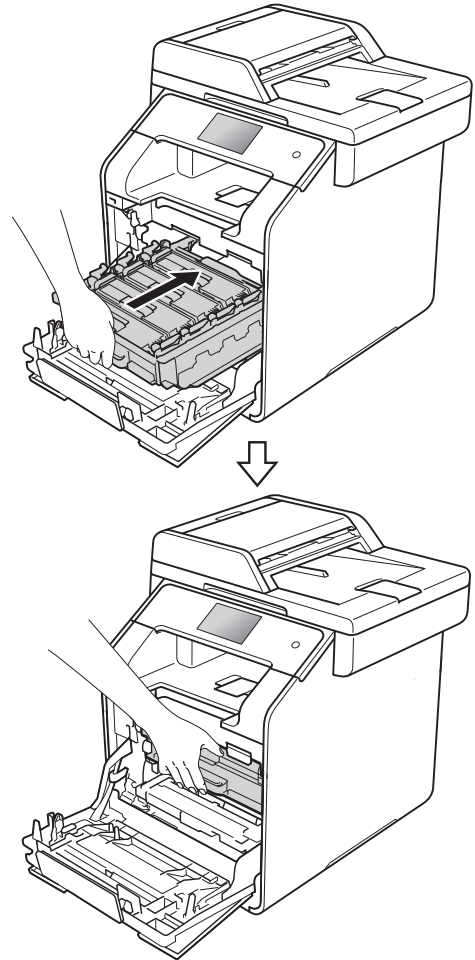
- 11 Gently slide the drum unit into the machine until it stops at the blue lock lever.



- 12 Turn the blue lock lever (1) clockwise to the lock position.



- 13 Push the drum unit in until it stops.



- 14 Close the front cover of the machine.

## Cleaning and Checking the machine

Clean the outside and inside of the machine regularly with a dry, lint-free cloth. When you replace the toner cartridge or the drum unit, make sure that you clean the inside of the machine. If printed pages are stained with toner, clean the inside of the machine with a dry, lint-free cloth.

### WARNING



- DO NOT put a toner cartridge into a fire. It could explode, resulting in injuries.
- DO NOT use flammable substances, any type of spray, or an organic solvent/liquid containing alcohol or ammonia to clean the inside or outside of the machine. Doing so could cause a fire or electrical shock. Instead, use only a dry, lint-free cloth.

(See Product Safety Guide)



### IMPORTANT


- Use neutral detergents. Cleaning with volatile liquids such as thinner or benzine will damage the surface of the machine.
- DO NOT use cleaning materials that contain ammonia.
- DO NOT use isopropyl alcohol to remove dirt from the control panel. It may crack the panel.

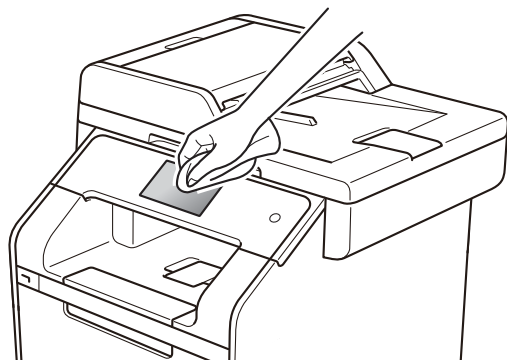
## Cleaning the outside of the machine

### IMPORTANT

DO NOT use any type of liquid cleaners (including ethanol).


### Cleaning the Touchscreen

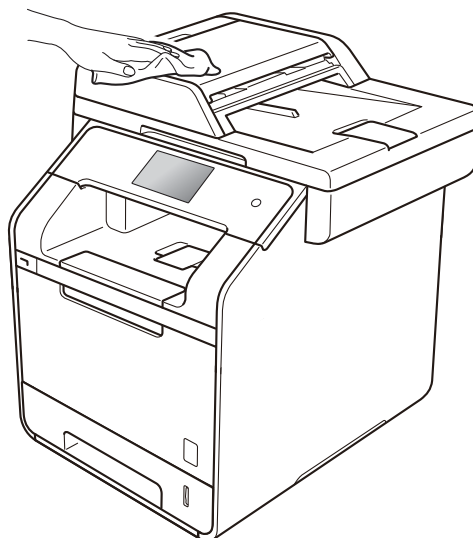
- 1 Press and hold down  to turn the machine off.
- 2 Clean the Touchscreen with a *dry*, soft lint-free cloth.



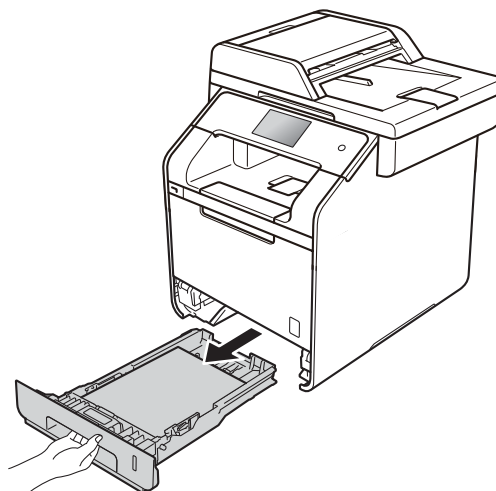
- 3 Turn on the machine.

### Cleaning the outside of the machine

- 1 Press and hold down  to turn the machine off.
- 2 Wipe the outside of the machine with a dry, lint-free cloth to remove dust.

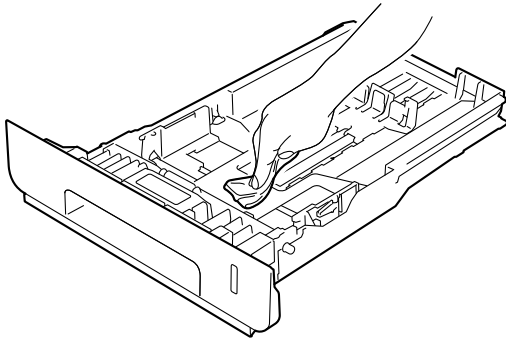


- 3 Pull the paper tray completely out of the machine.




- 4 If paper is loaded in the paper tray, remove it.

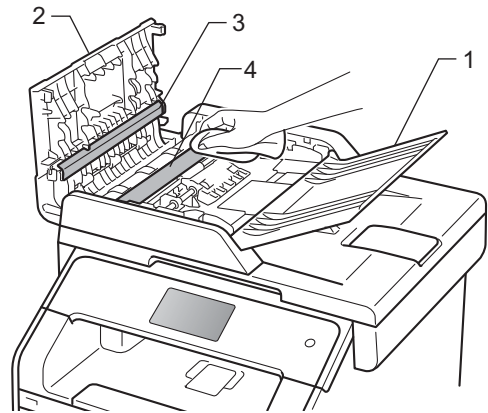
- 5 Remove anything that is stuck inside the paper tray.
- 6 Wipe the inside and the outside of the paper tray with a dry, lint-free cloth to remove dust.



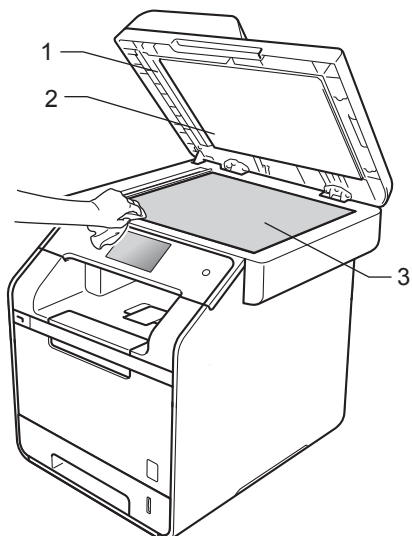
- 7 Re-load the paper and put the paper tray firmly back in the machine.
- 8 Turn on the machine.

## Cleaning the scanner glass

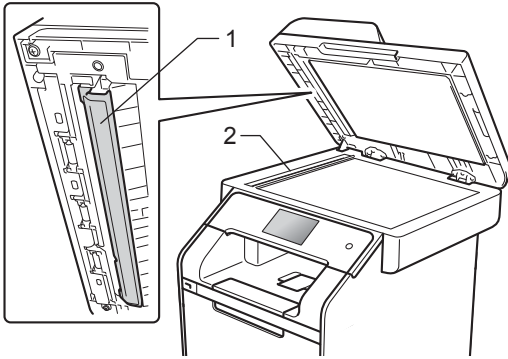
- 1 Press and hold down  to turn the machine off.
- 2 (MFC-L8850CDW and MFC-L9550CDW) Unfold the ADF document support (1) and then open the ADF cover (2). Clean the white bar (3) and the scanner glass strip (4) underneath it with a soft lint-free cloth gently moistened with water. Close the ADF cover (2) and fold the ADF document support (1).



- 3 Lift the document cover (1). Clean the white plastic surface (2) and scanner glass (3) underneath it with a soft lint-free cloth gently moistened with water.



- 4 In the ADF unit, clean the white bar (1) and the scanner glass strip (2) underneath it with a soft lint-free cloth gently moistened with water.




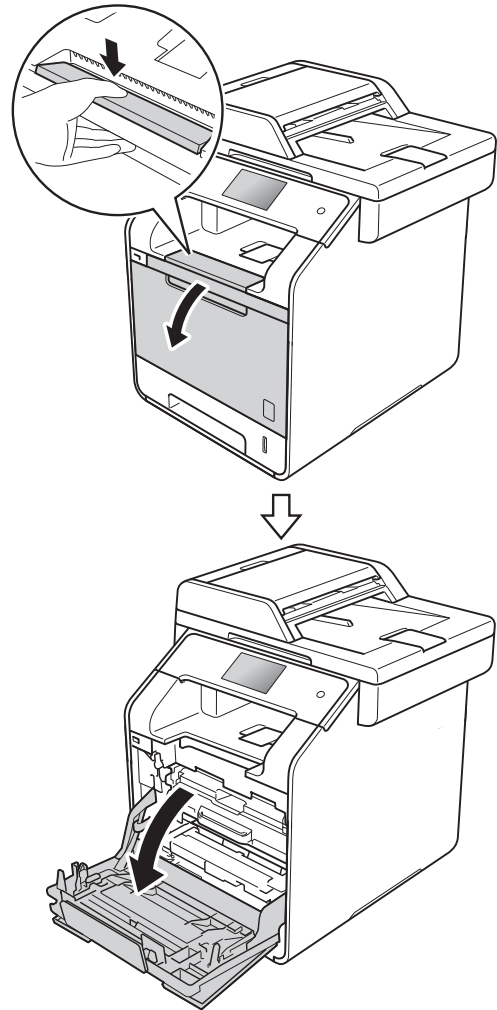
## NOTE

In addition to cleaning the scanner glass and glass strip with a soft lint-free cloth gently moistened with water, run your finger tip over the glass to see if you can feel anything on it. If you feel dirt or debris, clean the glass again concentrating on that area. You may need to repeat the cleaning process three or four times. To test, make a copy after each cleaning.

- 5 Close the document cover.
- 6 Turn on the machine.

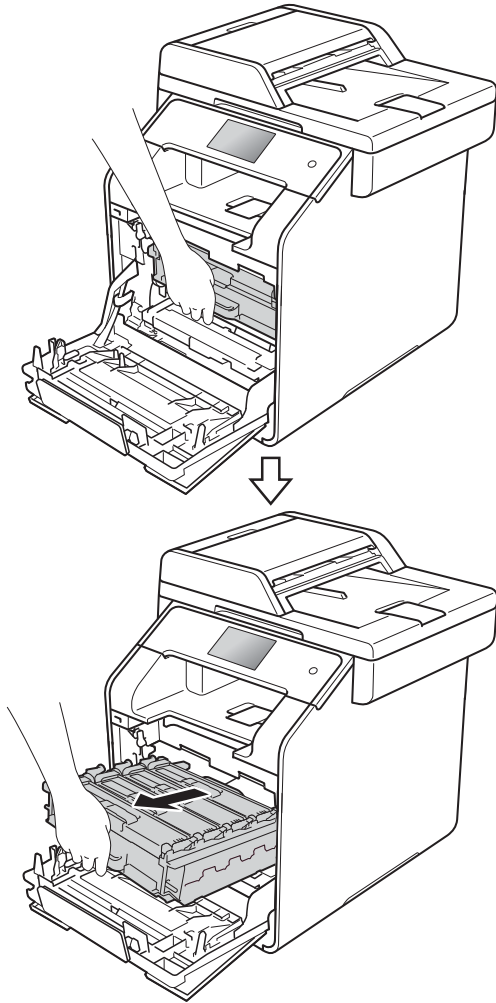
## Cleaning the laser scanner windows

- 1 Press and hold down  to turn the machine off.
- 2 Press the front cover release button and pull open the front cover.

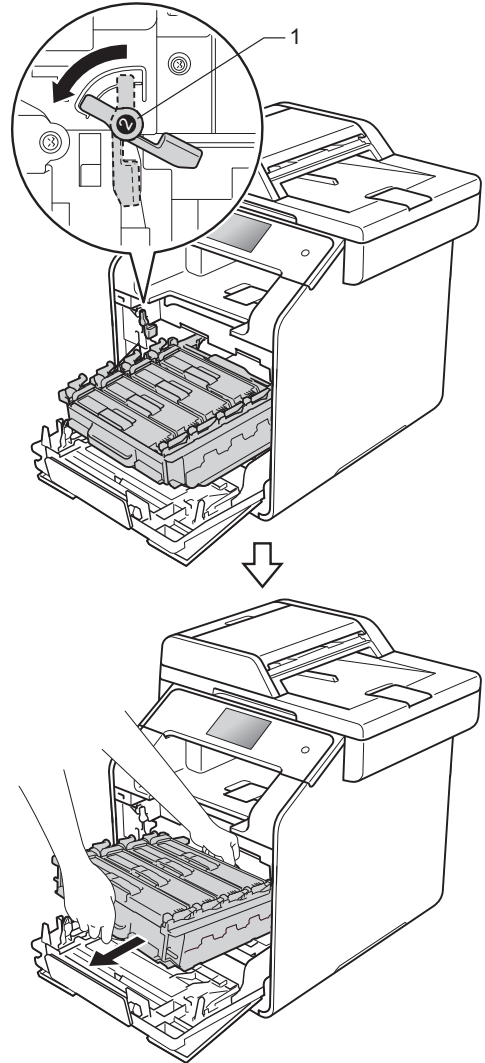




- 3 Hold the blue handle of the drum unit. Pull the drum unit out until it stops.



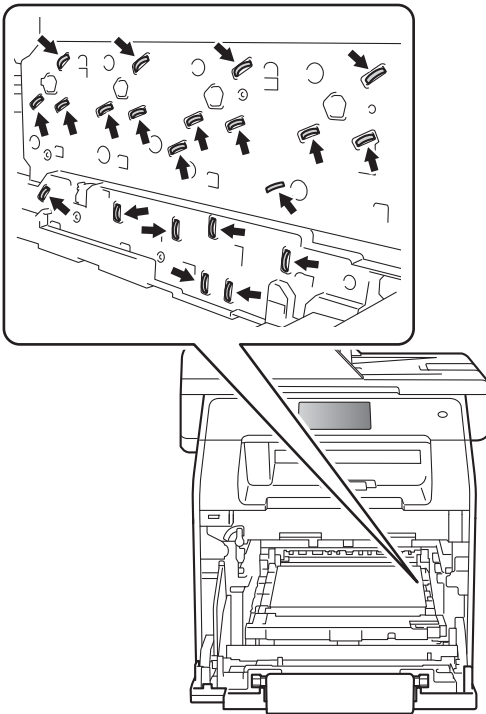
- 4 Turn the blue lock lever (1) at the left of the machine counterclockwise to the release position. Holding the blue handles of the drum unit, lift the front of the drum unit and remove it from the machine.



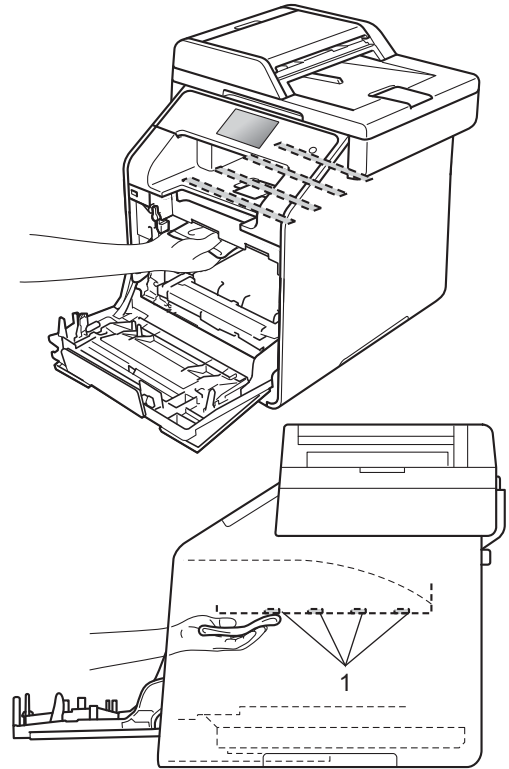
A

## IMPORTANT

- We recommend that you place the drum unit on a clean, flat surface with disposable paper underneath it in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.

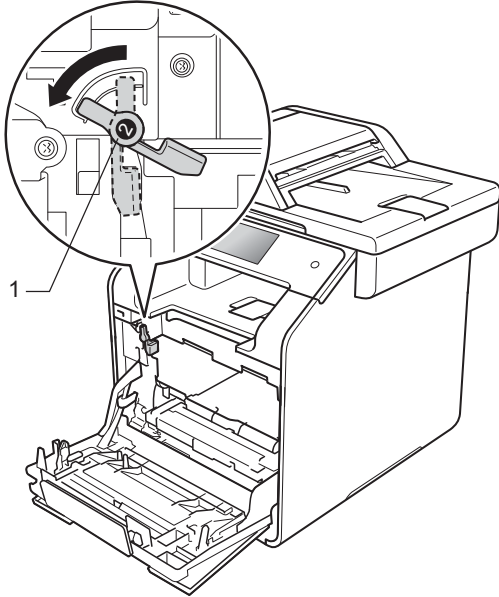


- 5 Wipe the four scanner windows (1) with a dry, lint-free cloth.

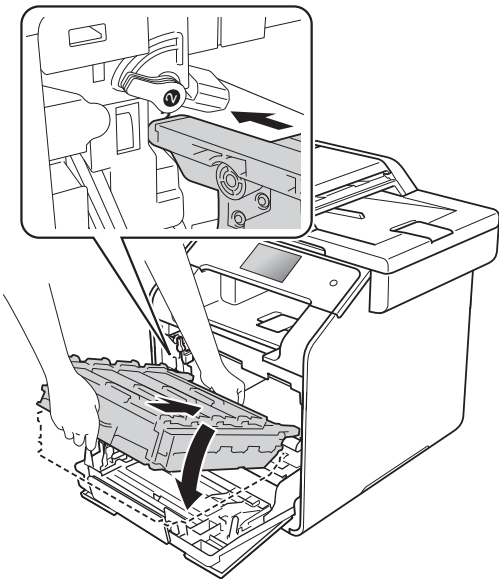


- Hold the blue handles of the drum unit when you carry it. DO NOT hold the sides of the drum unit.

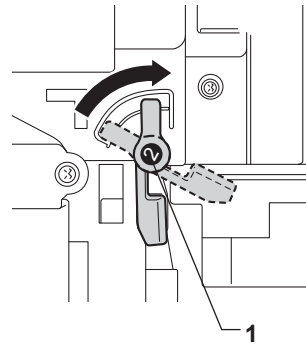
- 6 Make sure the blue lock lever (1) is in the release position as shown in the illustration.



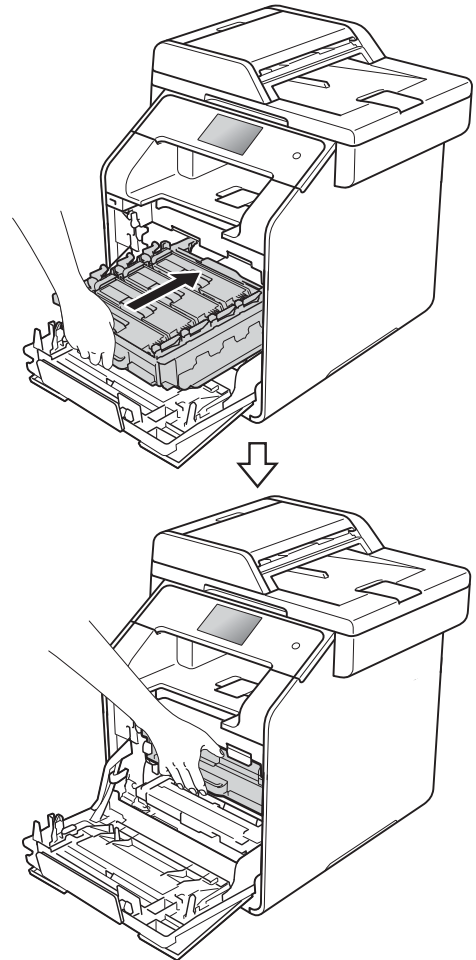
- 7 Gently slide the drum unit into the machine until it stops at the blue lock lever.



- 8 Turn the blue lock lever (1) clockwise to the lock position.



- 9 Push the drum unit in until it stops.



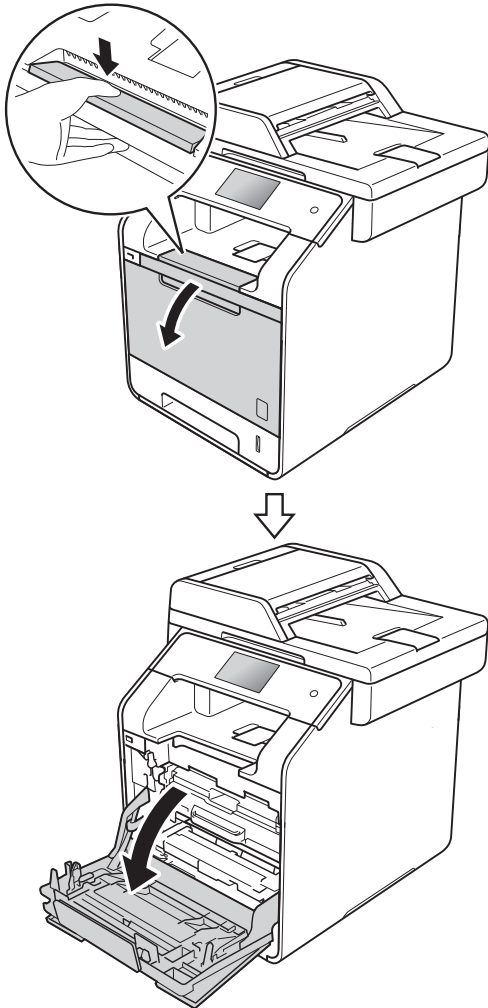
- 10 Close the front cover of the machine.

- 11 Turn on the machine.

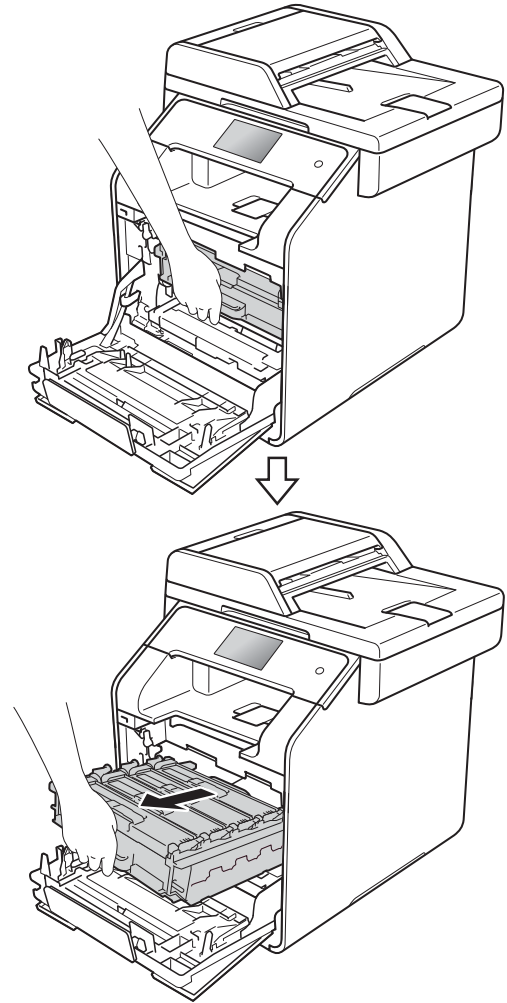
## Cleaning the corona wires

If you have print quality problems or the Touchscreen shows **Drum !**, clean the corona wires as follows:

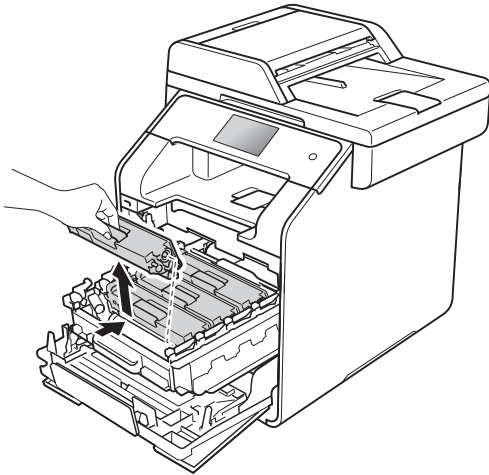
- 1 Make sure that the machine is turned on.
- 2 Press the front cover release button and pull open the front cover.



- 3 Hold the blue handle of the drum unit. Pull the drum unit out until it stops.



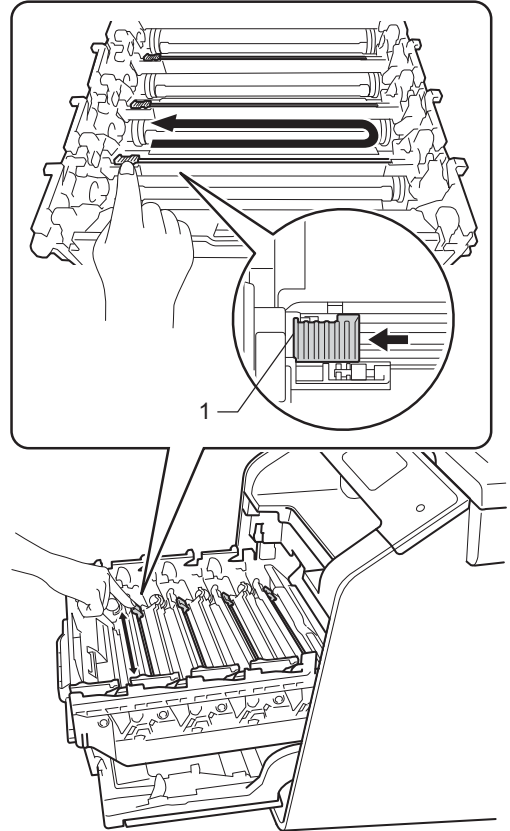
- 4 Hold the handle of the toner cartridge and gently push it toward the machine to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



### IMPORTANT

- We recommend that you place the toner cartridge on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.
- Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.

- 5 Clean the corona wire inside the drum unit by gently sliding the blue tab from left to right and right to left several times.

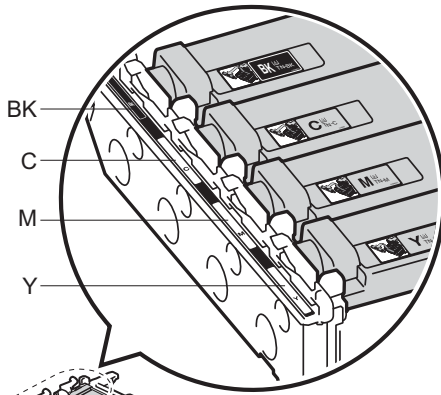
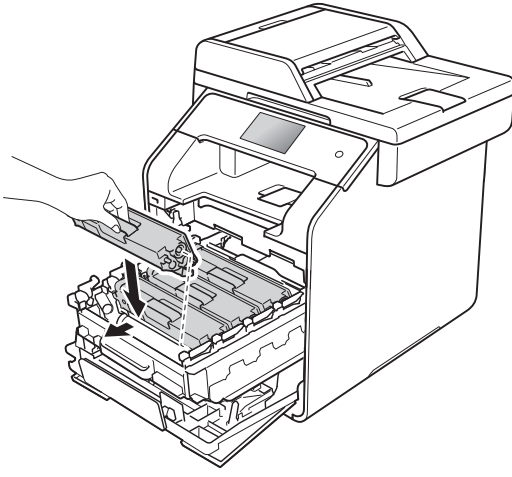


### NOTE

Be sure to return the tab to the home position (1). If you do not, printed pages may have a vertical stripe.

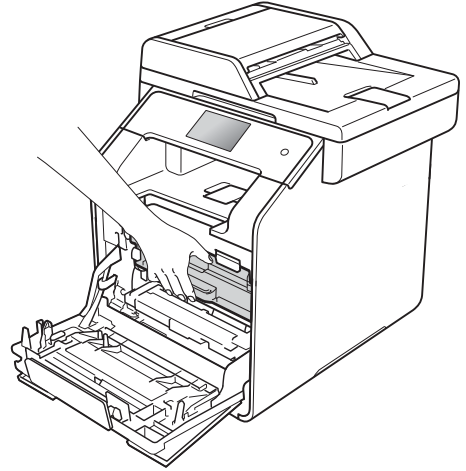
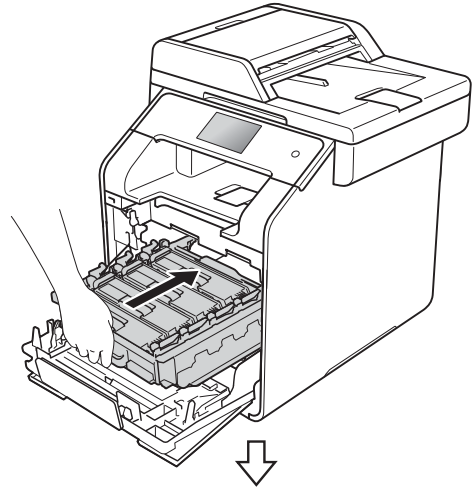
- 6 Repeat step 5 to clean each of three remaining corona wires.

- 7 Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit then gently pull it toward you until you hear it click into place. Make sure that you match the toner cartridge colour to the same colour label on the drum unit. Repeat this for all the toner cartridges.



BK = Black, C = Cyan,  
M = Magenta, Y = Yellow




- 8 Push the drum unit in until it stops.



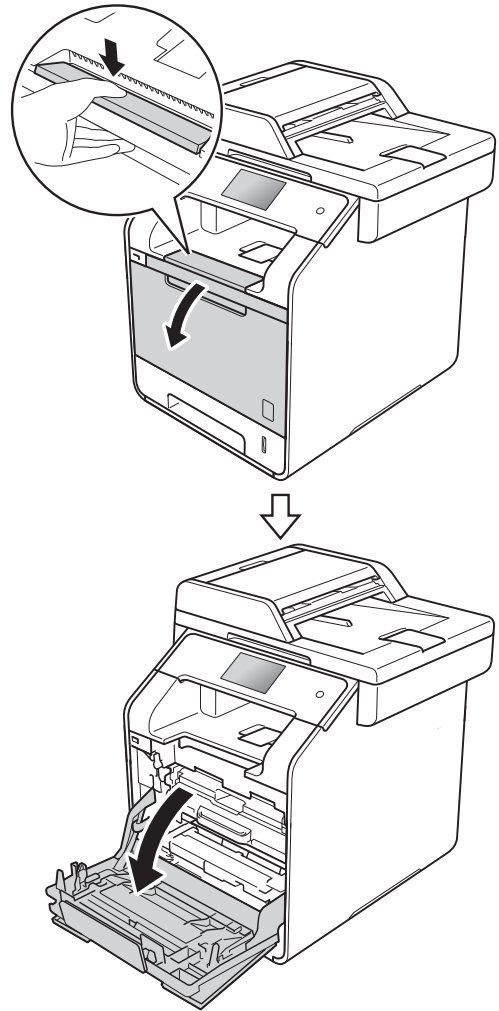
- 9 Close the front cover of the machine.

## Cleaning the drum unit

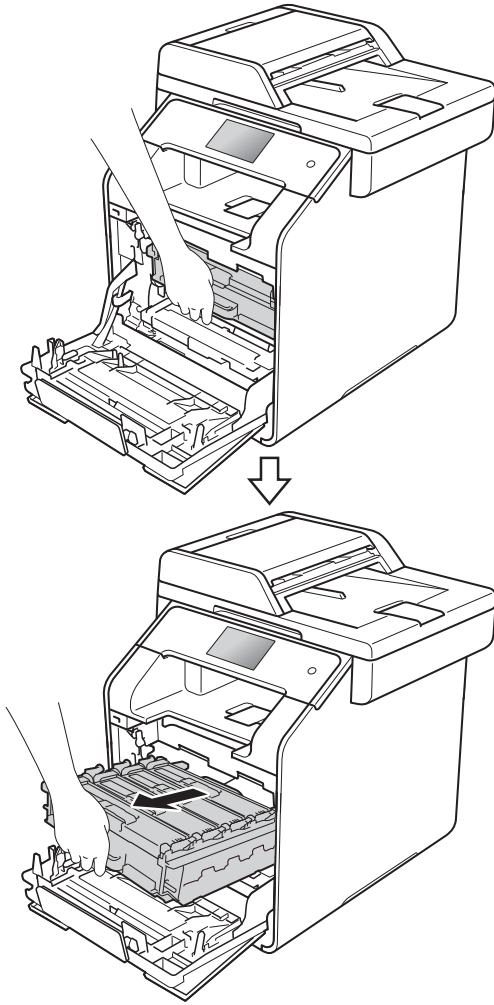
If your printout has dots at 94 mm intervals, follow the steps below to solve the problem.

- 1 Make sure that the machine is in the Ready mode.
- 2 Press .
- 3 Press All Settings.
- 4 Swipe up or down, or press ▲ or ▼ to display Print Reports.
- 5 Press Print Reports.
- 6 Swipe up or down, or press ▲ or ▼ to display Drum Dot Print.
- 7 Press Drum Dot Print.
- 8 The machine will display Press [OK]. Press OK.
- 9 The machine will print the Drum Dot Check Sheet. Then press .
- 10 Press and hold down  to turn the machine off.

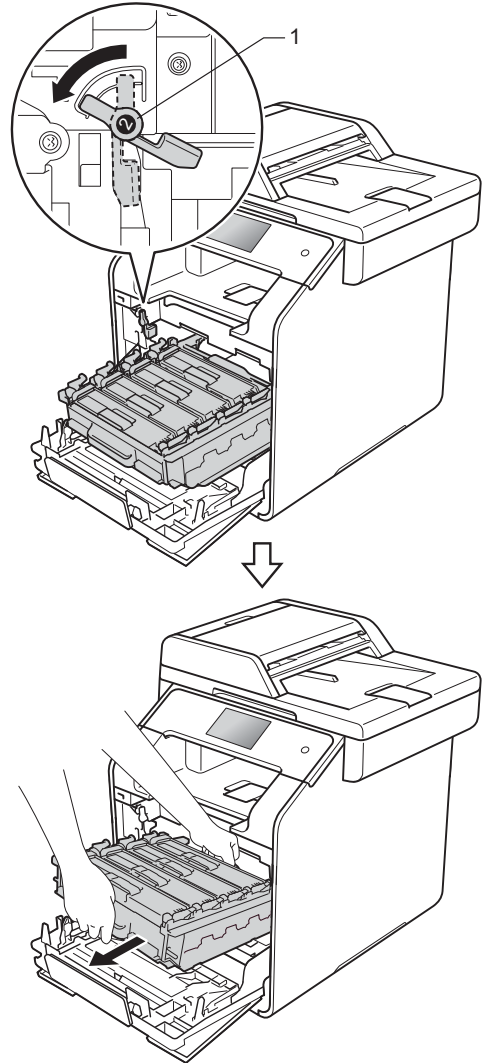
- 11 Press the front cover release button and pull open the front cover.



- 12 Hold the blue handle of the drum unit. Pull the drum unit out until it stops.



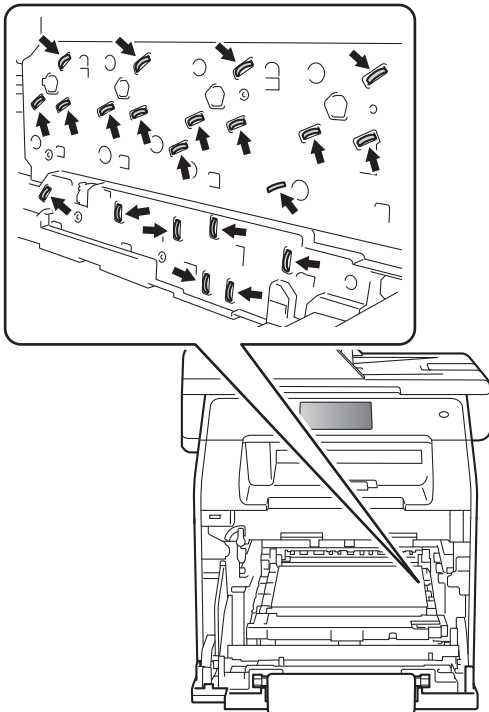
- 13 Turn the blue lock lever (1) at the left of the machine counterclockwise to the release position. Holding the blue handles of the drum unit, lift the front of the drum unit and remove it from the machine.





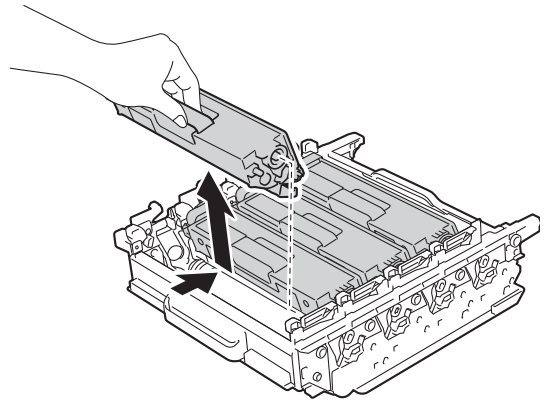
## IMPORTANT

- We recommend that you place the drum unit on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, **DO NOT** touch the electrodes shown in the illustration.



- Hold the blue handles of the drum unit when you carry it. **DO NOT** hold the sides of the drum unit.

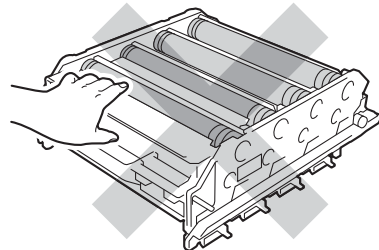
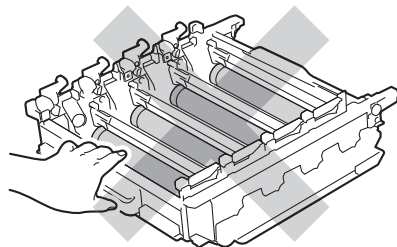
- 14 Hold the handle of the toner cartridge and gently push it forward to unlock it. Then pull it out of the drum unit. Repeat this for all the toner cartridges.



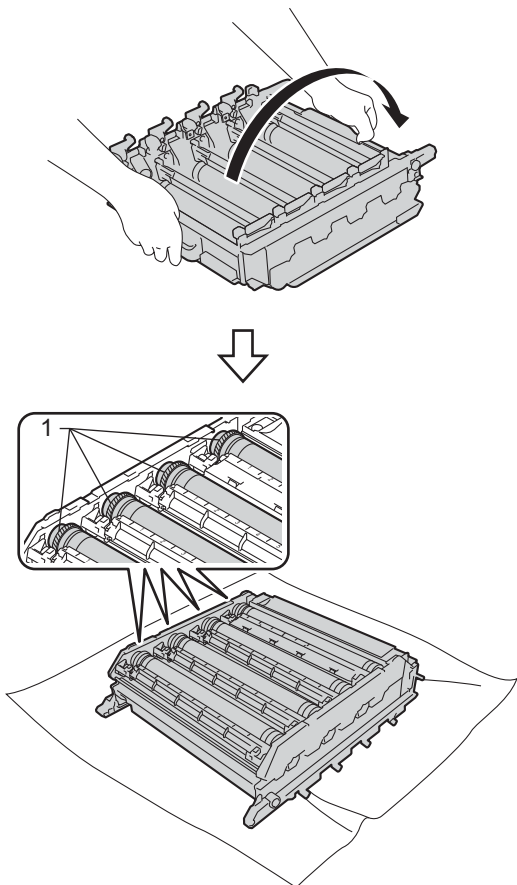
## IMPORTANT

- Handle the toner cartridges carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water.
- To avoid print quality problems, **DO NOT** touch the shaded parts shown in the illustrations.

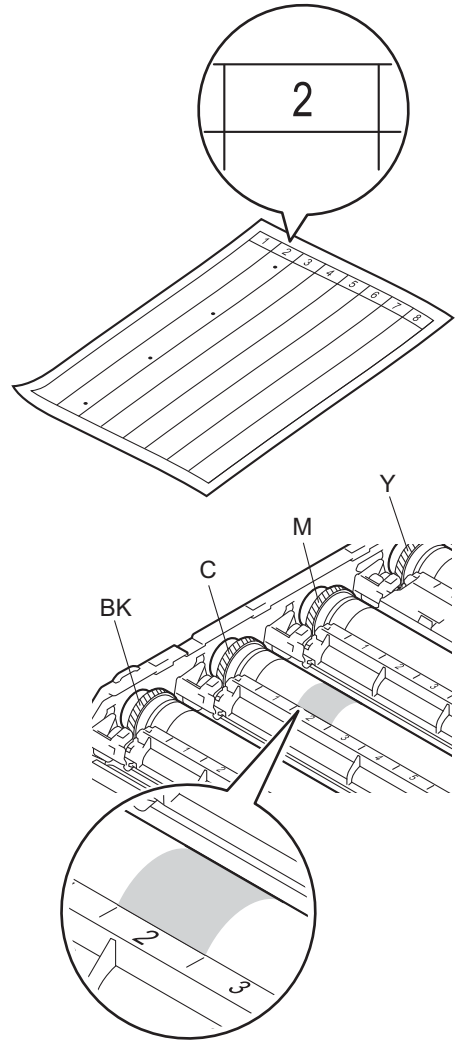
<Drum unit>



- 15 Turn the drum unit over by holding the blue handles. Make sure that the drum unit gears (1) are on the left hand side.

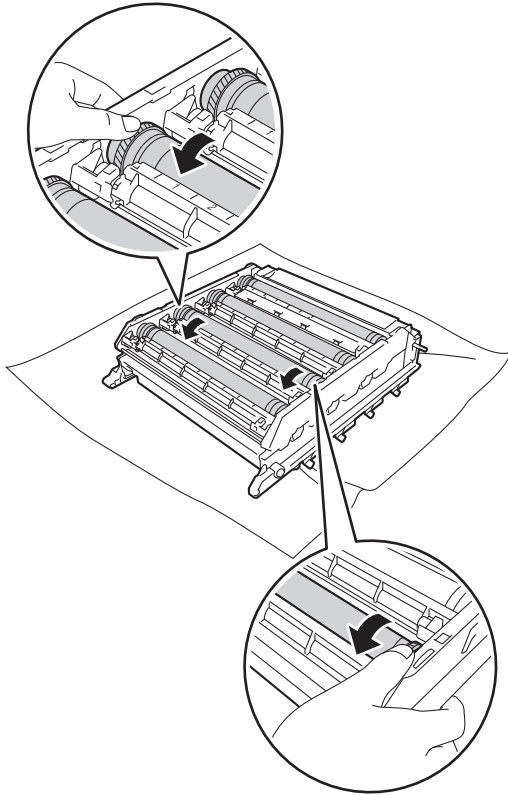


- 17 Use the numbered markers next to the drum roller to find the mark. For example, a cyan dot in column 2 on the check sheet would mean that there is a mark in the "2" region of the cyan drum.

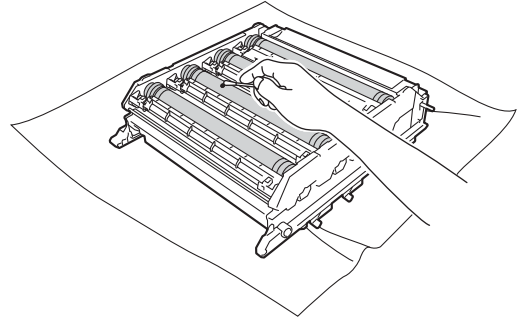


- 16 Check the drum dot check sheet for the following issues:
- Dot Colour problem: The colour of printed dots is the colour of the drum you should clean.
  - Dot location: The sheet has eight numbered columns. The number of the column with the printed dot in it is used to find the dot position on the drum.

- 18 Once the drum has been selected, place one hand on the drum gear and at the other end of that drum place your other hand on the edge, then rotate the drum slowly towards you while looking at the surface of the suspected area.



- 19 When you have found the mark on the drum that matches the drum dot check sheet, wipe the surface of the drum gently with a cotton swab until the mark on the surface comes off.



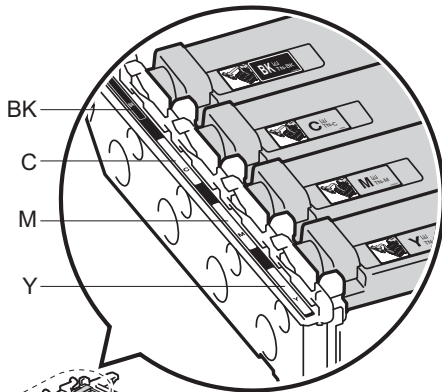
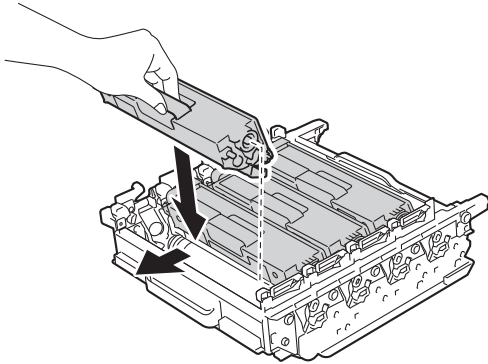
### IMPORTANT

DO NOT clean the surface of the photosensitive drum with a sharp object or any liquids.

### IMPORTANT

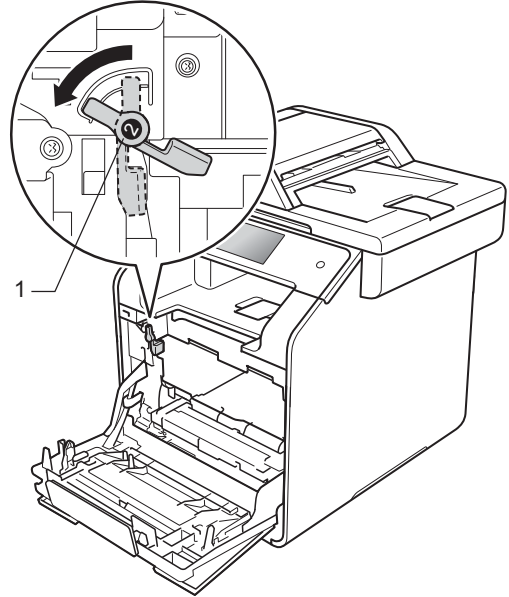
- To avoid print quality problems, DO NOT touch the surface of the drum unit with your bare hands.
- DO NOT clean the surface of the photosensitive drum with a sharp object or any liquids.

- 20 Hold the handle of the toner cartridge and slide the toner cartridge into the drum unit, then gently pull it toward you until you hear it click into place. Make sure that you match the toner cartridge colour to the same colour label on the drum unit. Repeat this for all the toner cartridges.

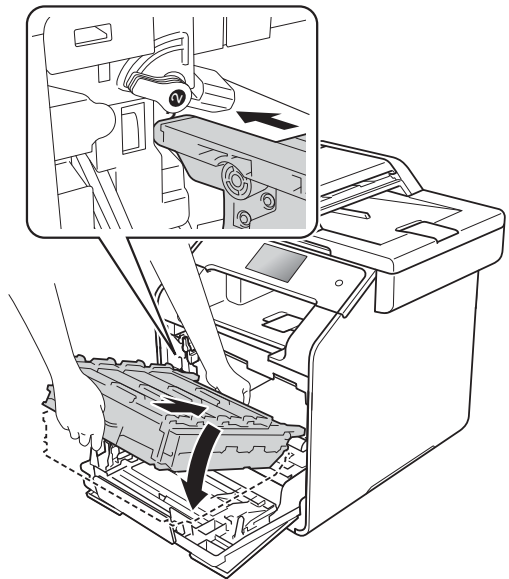


BK = Black, C = Cyan,  
M = Magenta, Y = Yellow

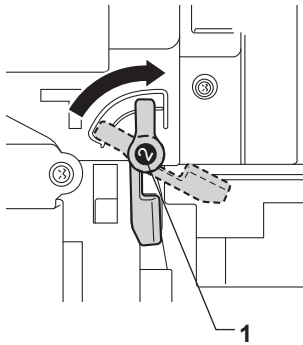
- 21 Make sure the blue lock lever (1) is in the release position as shown in the illustration.



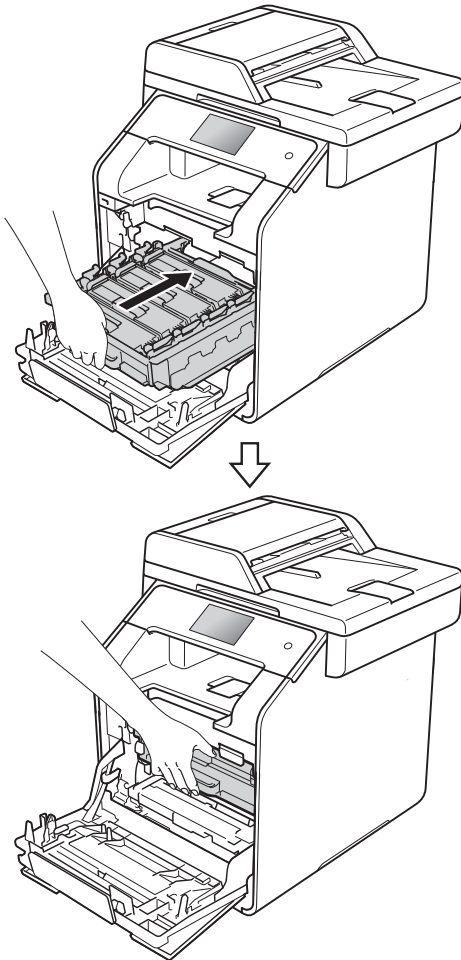
- 22 Gently slide the drum unit into the machine until it stops at the blue lock lever.



- 23 Turn the blue lock lever (1) clockwise to the lock position.



- 24 Push the drum unit in until it stops.




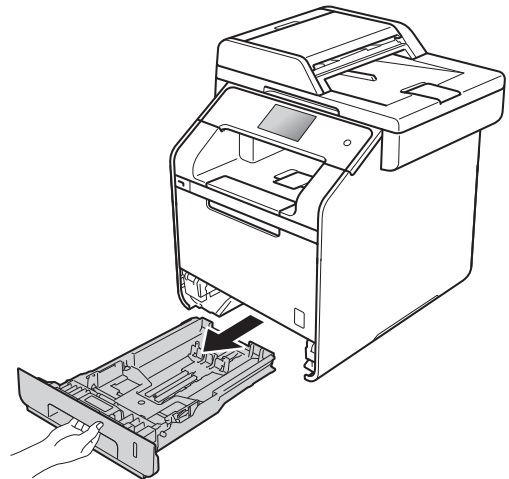
- 25 Close the front cover of the machine.  
26 Turn on the machine and try a test print.

## Cleaning the paper pick-up rollers

Cleaning the paper pick-up roller periodically may prevent paper jams by ensuring correct paper feeding.

If you have paper feed problems, clean the pick-up rollers as follows:

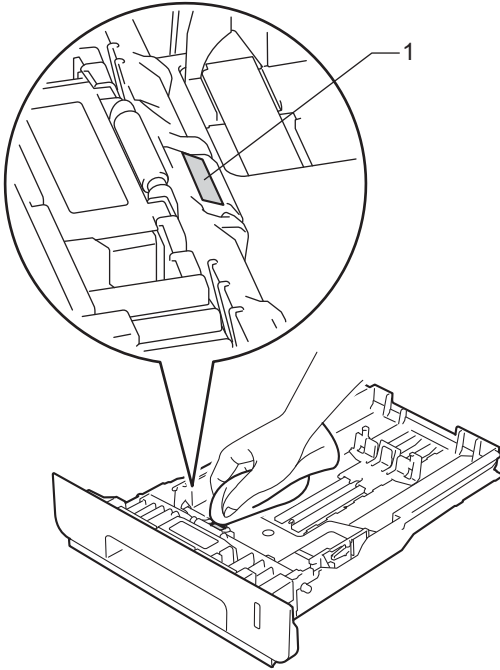
- 1 Press and hold down  to turn the machine off.
- 2 Pull the paper tray completely out of the machine.



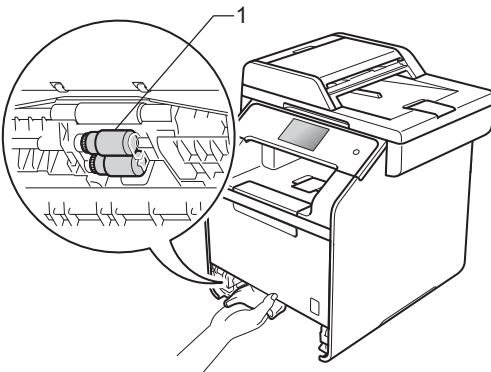
- 3 If paper is loaded in the paper tray, remove it.
- 4 Remove anything that is stuck inside the paper tray.

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- 5 Tightly wring out a lint-free cloth soaked in lukewarm water, and then wipe the separator pad (1) on the paper tray to remove dust.





- 6 Wipe the two pick-up rollers (1) inside the machine to remove dust.





- 7 Reload the paper and put the paper tray firmly back in the machine.
- 8 Turn on the machine.

## Colour Calibration

The output density for each colour may vary depending on the machine's environment, such as temperature and humidity. Calibration helps you to improve the colour density.

- 1 Press .
- 2 Press **Calibration**.
- 3 Press **Calibrate**.
- 4 Press **Yes** to confirm.
- 5 The machine will display **Completed**.
- 6 Press .

You can reset the calibration parameters back to the factory settings.

- 1 Press .
- 2 Press **Calibration**.
- 3 Press **Reset**.
- 4 Press **Yes** to confirm.
- 5 The machine will display **Completed**.
- 6 Press .

**NOTE**



- If an error message is displayed, press **OK** and try again.

(For more information, see *Error and maintenance messages* on page 128.)

- If you are using the Windows® printer driver, the driver will get the calibration data automatically if both **Use Calibration Data** and **Get Device Data Automatically** are selected. These settings are enabled by default. (see *Software and Network User's Guide*).
- If you are using the Macintosh printer driver, you must perform the calibration using the Status Monitor. Open the Status Monitor, and then select **Color Calibration** from the **Control** menu (see *Software and Network User's Guide*).



**Colour Registration**

If solid areas of colour or images have cyan, magenta or yellow fringes, you can use the auto-registration feature to correct the problem.

- 1 Press .
- 2 Press **Registration**.
- 3 Press **Yes** to confirm.
- 4 The machine will display **Completed**.
- 5 Press .

**Auto Correction**

You can set if the colour correction (Colour Calibration and Colour Registration) occurs automatically. The default setting is **On**. The colour correction process consumes some amount of the toner.

- 1 Press .
- 2 Press **All Settings**.
- 3 Press **Printer**.
- 4 Swipe up or down, or press **▲** or **▼** to display **Colour Correction**.
- 5 Press **Colour Correction**.
- 6 Press **Auto Correction**.
- 7 Press **On** or **Off**.
- 8 Press .

# B

# Troubleshooting

If you think there is a problem with your machine, check each of the items below first and follow the troubleshooting tips.

You can correct most problems yourself. If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.

Visit <http://solutions.brother.com/>.

## Identifying the problem

First, check that:

- The machine's power cord is connected correctly and the machine's power is on. If the machine does not turn on after connecting the power cord, see *Other difficulties* on page 157.
- All of the protective parts have been removed.
- Paper is inserted correctly in the paper tray.
- The interface cables are securely connected to the machine and the computer, or the wireless connection is set up on both the machine and your computer.
- Touchscreen Messages

(See *Error and maintenance messages* on page 128.)

If you did not solve the problem with the above checks, identify the problem and go to the page suggested below.

Paper handling and Printing problems:

- *Printing difficulties* on page 149
- *Paper handling difficulties* on page 150
- *Printing received faxes* on page 151

Telephone and Fax problems:

- *Telephone line or connections* on page 151
- *Handling incoming calls* on page 154
- *Receiving Faxes* on page 152
- *Sending faxes* on page 153

Copying problems:

- *Copying difficulties* on page 154



Scanning problems:

- *Scanning difficulties* on page 155

Software and Network problems:

- *Software difficulties* on page 155
- *Network difficulties* on page 156

## Error and maintenance messages

As with any sophisticated office product, errors may occur and supplies may be replaced. If this happens, your machine identifies the error or required routine maintenance and displays the appropriate message. The most common error and maintenance messages are shown in the table.


You can clear most errors and perform routine maintenance yourself. If you need more help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips:


Visit <http://solutions.brother.com/>.


### NOTE

The Touchscreen names are as follows.


- Multi-purpose tray: MP Tray
- Standard paper tray: Tray1
- Optional lower tray: Tray2




Error Message	Cause	Action
2-sided Disabled	The back cover of the machine is not closed completely.	Close the back cover of the machine until it locks into the closed position.
2-sided Disabled Reload paper, then press [Retry].	Although the size of paper in the paper tray matches the paper size that was selected from the control panel or printer driver, the machine has stopped printing when it encountered an additional, different size of paper in the tray.	Make sure the paper tray contains only the size of paper you select in either the control panel or printer driver, then press <b>Colour Start</b> or <b>Mono Start</b> .
	The paper tray was pulled out before the machine completed printing on both sides of the paper.	Reinstall the paper tray and press <b>Colour Start</b> or <b>Mono Start</b> .
Access Denied	The function you want to use is restricted by Secure Function Lock.	Contact your administrator to check your Secure Function Lock Settings.
Access Error	The device was removed from the USB direct interface while the data was processing.	Press  . Reinsert the device and try to print with <b>Direct Print</b> .
Belt End Soon	The belt unit is near the end of its life.	Buy a new belt unit before you get a <b>Replace Belt</b> message.





Error Message	Cause	Action
Calibration failed.	Calibration failed.	<p>Press <b>OK</b> and try it again.</p> <ul style="list-style-type: none"> <li>■ Press and hold down  to turn off the machine.</li> </ul> <p>Wait a few seconds, and then turn on the machine again.</p> <p>Perform the colour calibration again using the Touchscreen or the printer driver (see <i>Colour Calibration</i> on page 124).</p> <ul style="list-style-type: none"> <li>■ Put in a new belt unit (see <i>Replacing the belt unit</i> on page 95).</li> <li>■ If the problem continues, contact Brother customer service or your local Brother dealer.</li> </ul>
Cartridge Error	The toner cartridge is not installed correctly.	<p>Pull out the drum unit, take out the toner cartridge for the colour that is indicated on the Touchscreen, and put it back into the drum unit again. Put the drum unit back in the machine.</p> <p>If the problem continues, contact Brother customer service or your local Brother dealer.</p>
Comm.Error	Poor telephone line quality caused a communication error.	<p>Try sending the fax again or try connecting the machine to another telephone line. If the problem continues, contact the telephone company and ask them to check your telephone line.</p>
Condensation	One of the issues that can cause this error is that condensation may form inside the machine after a room temperature change.	<p>Leave the machine turned on. Wait for 30 minutes with the front cover fully opened. Then turn off the machine and close the cover. Turn it on again.</p>
Cooling Down Wait for a while.	The temperature of the drum unit or toner cartridge is too hot. The machine will pause its current print job and go into cooling down mode. During the cooling down mode, you will hear the cooling fan running while the Touchscreen displays <i>Cooling Down</i> , and <i>Wait for a while..</i>	<p>Make sure you can hear the fan in the machine spinning and that the exhaust outlet is not blocked by something.</p> <p>If the fan is spinning, remove any obstacles that surround the exhaust outlet, and then leave the machine turned on but do not use it for several minutes.</p> <p>If the fan is not spinning, disconnect the machine from the power for several minutes, then reconnect it.</p>

Error Message	Cause	Action
Cover is Open.	The front cover is not completely closed.	Close the front cover of the machine.
	The fuser cover is not completely closed or paper was jammed in the back of the machine when you turned on the power.	<ul style="list-style-type: none"> <li>■ Close the fuser cover located inside the back cover of the machine.</li> <li>■ Make sure paper is not jammed behind the fuser cover at the back of the machine, then close the fuser cover and press <b>Start</b> (see <i>Paper is jammed at the back of the machine</i> on page 142).</li> </ul>
	The ADF cover is not completely closed.	Close the ADF cover of the machine.
	The ADF cover is open while loading a document.	Close the ADF cover of the machine, then press  .
DIMM Error	<ul style="list-style-type: none"> <li>■ The DIMM is not installed correctly.</li> <li>■ The DIMM is broken.</li> <li>■ The DIMM does not meet the required specifications.</li> </ul>	<ul style="list-style-type: none"> <li>■ Turn off the machine and unplug the power cord. Remove the DIMM. (See Advanced User's Guide)</li> <li>■ Confirm the DIMM meets the required specifications. (See Advanced User's Guide)</li> <li>■ Reinstall the DIMM correctly. Wait a few seconds, plug in the power cord, and then turn the machine on again.</li> <li>■ If this error message appears again, replace the DIMM with a new one. (See Advanced User's Guide)</li> </ul>
Disconnected	The other person or other person's fax machine stopped the call.	Try to send or receive again.
Document Jam	The document was not inserted or fed correctly, or the document scanned from the ADF was too long.	See <i>Document is jammed in the top of the ADF unit</i> on page 138 or <i>Using the automatic document feeder (ADF)</i> on page 38.
DR Mode in Use (Except New Zealand)	The machine is set to Distinctive Ring mode. You cannot change the Receive Mode from Manual to another mode.	Set Distinctive Ring to <b>Off</b> (see <i>Telephone Service for Australia</i> on page 53 or <i>Distinctive Ringing (For Singapore and Hong Kong)</i> on page 57).
Drum End Soon	The drum unit is near the end of its life.	Order a new drum unit before you get a <b>Replace Drum</b> message.
Drum !	The corona wires on the drum unit must be cleaned.	Clean all four corona wires inside the drum unit by sliding the blue tab (see <i>Cleaning the corona wires</i> on page 114).
	The drum unit is not installed correctly.	Remove the drum unit, remove the toner cartridges from the drum unit, and reinstall the toner cartridges back into the drum unit. Reinstall the drum unit back in the machine.


Error Message	Cause	Action
Drum Stop	It is time to replace the drum unit.	Replace the drum unit, (see <i>Replacing the drum unit</i> on page 89).
FaxAbility On (For New Zealand)	The machine is set to Faxability mode. You can not change the Recieve Mode from Manual to another mode.	Set FaxAbility to <i>Off</i> (see <i>FaxAbility</i> on page 55).
Jam 2-sided	The paper is jammed underneath the paper tray or the fuser unit.	See <i>Paper is jammed underneath the paper tray</i> on page 147.
Jam Inside	The paper is jammed inside the machine.	See <i>Paper is jammed inside the machine</i> on page 144.
Jam MP Tray	The paper is jammed in the multi-purpose tray of the machine.	See <i>Paper is jammed in the multi-purpose tray</i> on page 140.
Jam Rear	The paper is jammed in the back of the machine.	See <i>Paper is jammed at the back of the machine</i> on page 142.
Jam Tray1 Jam Tray2	The paper is jammed in the paper tray of the machine.	See <i>Paper is jammed in the Paper Tray 1 or Tray 2</i> on page 141.
Limit Exceeded	The number of pages you are allowed to print has been exceeded. The print job will be cancelled.	Contact your administrator to check your Secure Function Lock Settings.
Log Access Error	The machine could not access the print log file in the server.	Contact your administrator to check the Store Print Log to Network settings.  For more information, see <i>Software and Network User's Guide</i> .
No Belt Unit	The belt unit is not installed correctly.	Reinstall the belt unit, (see the steps in <i>Replacing the belt unit</i> on page 95).
No Drum Unit	The drum unit is not installed correctly.	Reinstall the drum unit, (see the steps in <i>Replacing the drum unit</i> on page 89.)
No HUB Support	A USB hub device is connected to the USB direct interface.	Disconnect the USB hub device from the USB direct interface.
No Paper	The machine is out of paper in the paper tray, or paper is not correctly loaded in the paper tray.	Do one of the following: <ul style="list-style-type: none"> <li>■ Refill paper in the paper tray. Make sure the paper guides are set to the correct size.</li> <li>■ Remove the paper and load it again. Make sure the paper guides are set to the correct size.</li> <li>■ If the problem is not resolved, the paper pick-up roller may need to be cleaned. Clean the paper pick-up roller. (See <i>Cleaning the paper pick-up rollers</i> on page 123)</li> </ul>

Error Message	Cause	Action
No Permission	Printing colour documents is restricted by Secure Function Lock. The print job will be cancelled.	Contact your administrator to check your Secure Function Lock Settings.
No Response/Busy	The number you dialled does not answer or is busy.	Verify the number and try again.
No Toner	The toner cartridge for the colour indicated on the Touchscreen is not installed correctly.	Remove the drum unit, remove the toner cartridge for the colour indicated on the Touchscreen from the drum unit, and reinstall the toner cartridge back into the drum unit. Reinstall the drum unit back in the machine. If the problem continues, replace the toner cartridge (see <i>Replacing the toner cartridges</i> on page 83).
No Tray	The paper tray indicated on the Touchscreen is not installed or not installed correctly.	Reinstall the paper tray indicated on the Touchscreen.
No Waste Toner	The waste toner box is not installed correctly.	Reinstall the Waste Toner Box, (see the steps in <i>Replacing the waste toner box</i> on page 100).
Out of Memory	The machine's memory is full.	<p><b>Fax sending or copy operation in progress</b></p> <p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ Press <i>Send Now</i>, <i>Partial Print</i> or <i>Quit</i> to send or copy the scanned pages.</li> <li>■ Press  and wait until the other operations in progress finish, and then try again.</li> <li>■ Clear the faxes from the memory. Print the faxes that are stored in the memory to restore the memory to 100%. Then turn off Fax Storage to avoid storing more faxes in the memory (see <i>Advanced User's Guide</i>).</li> <li>■ Add optional memory (see <i>Advanced User's Guide</i>).</li> </ul> <p><b>Print operation in process</b></p> <p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ Reduce the print resolution (see <i>Software and Network User's Guide</i>).</li> <li>■ Clear the faxes from the memory (see the above explanation).</li> <li>■ Add optional memory (see <i>Advanced User's Guide</i>).</li> </ul>

Error Message	Cause	Action
Print Data Full	The machine's memory is full.	<ul style="list-style-type: none"> <li>■ Press  and delete the previously stored secure print jobs.</li> <li>■ Add optional memory (see Advanced User's Guide).</li> </ul>
Print Unable XX	The machine has a mechanical problem.	<p>Do one of the following:</p> <ul style="list-style-type: none"> <li>■ Press and hold down  to turn the machine off, wait a few minutes, and then turn it on again (see <i>Transferring your faxes or Fax Journal report</i> on page 136).</li> <li>■ If the problem continues, contact Brother customer service for support.</li> </ul>
Registration failed.	Registration failed.	<p>Press <b>OK</b> and try again.</p> <ul style="list-style-type: none"> <li>■ Press and hold down  to turn off the machine. Wait a few seconds, then turn it on again. Perform the automatic colour registration using the Touchscreen (see <i>Colour Registration</i> on page 125).</li> <li>■ Put in a new belt unit (see <i>Replacing the belt unit</i> on page 95).</li> <li>■ If the problem continues, contact Brother customer service.</li> </ul>
Rename the File	There is already a file on the USB flash drive with the same name as the file you are trying to save.	Change the file name of the file on the USB flash drive or the file you are trying to save.
Replace Belt	It is time to replace the belt unit.	Replace the belt unit (see <i>Replacing the belt unit</i> on page 95).
Replace Drum	It is time to replace the drum unit.	Replace the drum unit (see <i>Replacing the drum unit</i> on page 89).
	The drum unit counter was not reset when a new drum was installed.	Reset the drum unit counter by following the instructions included with the new drum unit.
Replace Fuser	It is time to replace the fuser unit.	Contact Brother customer service or your local Brother dealer to replace the fuser unit.
Replace Laser	It is time to replace the laser unit.	Contact Brother customer service or your local Brother dealer to replace the laser unit.
Replace PF Kit MP Replace PF Kit1 Replace PF Kit2	It is time to replace the paper feeding kit.	Contact Brother customer service or your local Brother dealer to replace the paper feeding kit.

Error Message	Cause	Action
Replace Toner <sup>1</sup> <sup>1</sup> The Touchscreen indicates the toner cartridge colour that you must replace. BK=Black, C=Cyan, M=Magenta, Y=Yellow	The toner cartridge is at the end of its life. The machine will stop all print operations.  While memory is available, faxes will be stored in the memory.	Replace the toner cartridge for the colour indicated on the Touchscreen (see <i>Replacing the toner cartridges</i> on page 83).
Replace WT Box	It is time to replace the waste toner box.	Replace the waste toner box (see <i>Replacing the waste toner box</i> on page 100).
Scan Unable	Document is too long for 2-sided scanning.	Press  . Use the appropriate size of paper for 2-sided scanning (see <i>Print media</i> on page 232).
	The machine has a mechanical problem.	<ul style="list-style-type: none"> <li>■ Press and hold down  to turn the machine off, and then turn it on again (see <i>Transferring your faxes or Fax Journal report</i> on page 136).</li> <li>■ If the problem continues, contact Brother customer service for support.</li> </ul>
Self-Diagnostic	The temperature of the fuser unit does not rise to a specified temperature within the specified time.	Press and hold down  to turn the machine off, wait a few seconds, and then turn it on again. Leave the machine idle for 15 minutes with the power on.
	The fuser unit is too hot.	
Short paper	The length of the paper in the tray is too short for the machine to deliver it to the face-down output tray.	Open the back cover (face-up output tray) to let the printed page exit onto the face up output tray. Remove the printed pages and then press <i>Retry</i> .
Size Error	The paper size defined in the printer driver is not supported by the defined tray.	Choose a paper size which is supported by each tray (see <i>Paper type and size</i> on page 33.)
Size Error 2-sided	The paper size defined in the printer driver and the Touchscreen menu is not available for automatic 2-sided printing.	Press  . Choose a paper size that is supported by 2-sided printing.  The paper size you can use for automatic 2-sided printing is A4.
	The paper in the tray is not the correct size and is not available for automatic 2-sided printing.	Load the correct size of paper in the tray and set the size of paper for the tray (see <i>Paper Size</i> on page 30).  The paper size you can use for automatic 2-sided printing is A4.



Error Message	Cause	Action
Size mismatch	The paper in the tray is not the correct size.	Do one of the following: <ul style="list-style-type: none"> <li>Put the same size of paper in the paper tray that is selected in the printer driver, and then press <b>Start</b>.</li> <li>In the printer driver select the size of paper that you loaded in the indicated paper tray.</li> </ul>
Small paper	The paper size specified in the printer driver is too small for the machine to deliver it to the face-down output tray.	Open the back cover (back output tray) to let the printed paper out on the face-up output tray and then press <b>Retry</b> .
Toner Error	One or more toner cartridges are not installed correctly.	Pull out the drum unit. Remove all of the toner cartridges, and then put them back into the drum unit.
Toner Low:X <sup>1</sup> <sup>1</sup> (X) indicates the toner cartridge colour that is near the end of its life. BK=Black, C=Cyan, M=Magenta, Y=Yellow	If the Touchscreen displays <b>Toner Low</b> you can still print; however, the machine is telling you that the toner cartridge is near the end of its life.	Order a new toner cartridge for the colour that is indicated on the Touchscreen now so a replacement toner cartridge will be available when the Touchscreen displays <b>Replace Toner</b> .
Too Many Files	There are too many files stored on the USB flash drive.	Reduce the number of files stored on the USB flash drive.
Touchscreen Initialisation Failed	The Touchscreen was pressed before the power on initialization was completed.	Make sure nothing is touching or resting on the Touchscreen.
	Debris may be stuck between the lower part of the Touchscreen and its frame.	Insert a piece of stiff paper between the lower part of the Touchscreen and its frame and slide it back and forth to push out the debris.
Tray2 Error	The optional lower tray is not installed correctly.	Reinstall the optional lower tray.
Unusable Device Remove the Device. Turn the power off and back on again.	A defective USB device or a high power consumption USB device has been connected to the USB direct interface.	Unplug the device from the USB direct interface. Press and hold down  to turn the machine off, and then turn it on again.
Unusable Device	A USB device or USB flash drive that is not supported/is encrypted has been connected to the USB direct interface.	Unplug the device from the USB direct interface (see the specifications for supported USB flash drives in <i>Printing from a USB flash drive or digital camera supporting mass storage</i> on page 69).
USB Write-protected	The protect switch of the USB flash drive is on.	Turn off the protect switch of the USB flash drive.
WT Box End Soon	The waste toner box is near the end of its life.	Buy a new waste toner box before you get a <b>Replace WT Box</b> message.

## Transferring your faxes or Fax Journal report

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If the Touchscreen displays:

- Print Unable XX
- Scan Unable

We recommend transferring your faxes to another fax machine or to your computer (see *Transferring faxes to another fax machine* on page 136 or *Transferring faxes to your computer* on page 137).

You can also transfer the Fax Journal report to see if there are any faxes you must transfer (see *Transferring the Fax Journal report to another fax machine* on page 137).

### NOTE



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If there is an error message on the Touchscreen after the faxes have been transferred, disconnect the machine from the power source for several minutes, and then reconnect it.

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## Transferring faxes to another fax machine



If you have not set up your Station ID, you cannot enter fax transfer mode (see *Enter personal information (Station ID)* on page 20).

- 1 Press  to interrupt the error temporarily.
- 2 Press .
- 3 Press All Settings.
- 4 Swipe up or down, or press ▲ or ▼ to display Service.
- 5 Press Service.
- 6 Press Data Transfer.
- 7 Press Fax Transfer.
- 8 Do one of the following:
  - If the Touchscreen displays No Data, there are no faxes left in the machine's memory. Press Close.
  - Enter the fax number to which faxes will be forwarded.
- 9 Press Fax Start.

## Transferring faxes to your computer


You can transfer the faxes from your machine's memory to your computer.


- 1 Press  to interrupt the error temporarily.
- 2 Make sure you have installed **MFL-Pro Suite** and then turn on **PC-FAX Receive** on the computer. Follow the instructions for the operating system you are using.
  - (Windows® XP, Windows Vista® and Windows® 7)
 

From the  (**Start**) menu, select **All Programs > Brother >  Brother Utilities**.

Click the drop-down list and select your model name (if not already selected).



Click **PC-FAX Receive** in the left navigation bar, and then click **Receive**.
  - (Windows® 8)
 

Click  (**Brother Utilities**), and then click the drop-down list and select your model name (if not already selected). Click **PC-FAX Receive** in the left navigation bar, and then click **Receive**.
- 3 Make sure you have set **PC Fax Receive** on the machine (see *PC-FAX Receive (Windows® only)* on page 51). If faxes are in the machine's memory when you set up **PC Fax Receive**, the Touchscreen will ask if you want to transfer the faxes to your computer.

- 4 Do one of the following:
  - To transfer all faxes to your computer, press **Yes**. If **Fax Preview** is set to **Off**, you will be asked if you want to print backup copies.
  - To exit and leave the faxes in the memory, press **No**.
- 5 Press .

## Transferring the Fax Journal report to another fax machine

If you have not set up your Station ID, you cannot enter fax transfer mode (see *Enter personal information (Station ID)* on page 20).

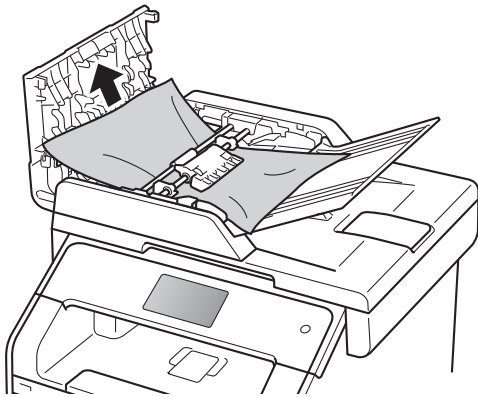
- 1 Press  to interrupt the error temporarily.
- 2 Press .
- 3 Press **All Settings**.
- 4 Swipe up or down, or press **▲** or **▼** to display **Service**.
- 5 Press **Service**.
- 6 Press **Data Transfer**.
- 7 Press **Report Transfer**.
- 8 Enter the fax number to which the Fax Journal report will be forwarded.
- 9 Press **Fax Start**.

## Document Jams


### Document is jammed in the top of the ADF unit

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- 1 Remove any paper from the ADF that is not jammed.
- 2 Open the ADF cover.
- 3 Pull the jammed document out to the left.



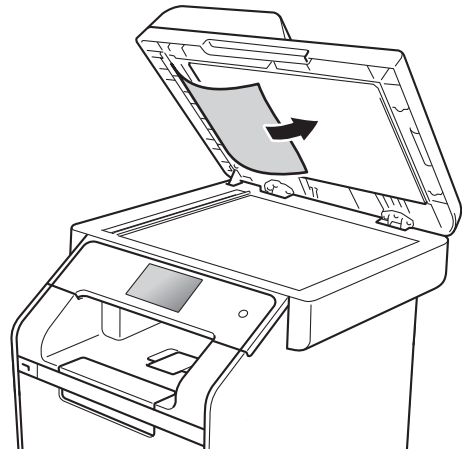
If the document rips or tears, be sure you remove all small paper scraps to prevent future jams.

- 4 Close the ADF cover.
- 5 Press .


### Document is jammed under the document cover

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- 1 Remove any paper from the ADF that is not jammed.
- 2 Lift the document cover.
- 3 Pull the jammed document out to the right.

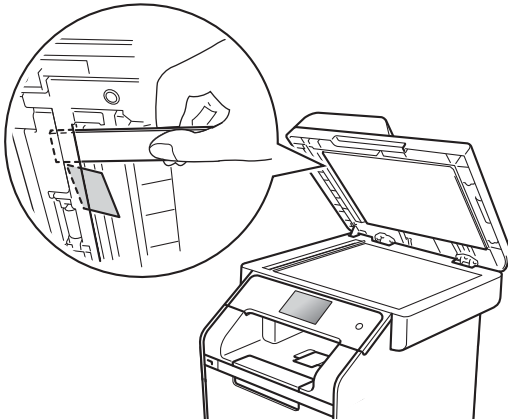



If the document rips or tears, be sure you remove all small paper scraps to prevent future jams.

- 4 Close the document cover.
- 5 Press .

## Removing small documents jammed in the ADF

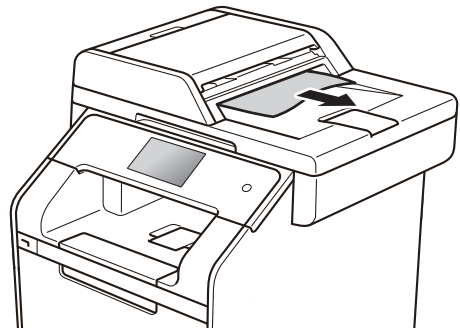
- 1 Lift the document cover.
- 2 Insert a piece of stiff paper, such as cardstock, into the ADF to push any small paper scraps through.



- 3 Close the document cover.
- 4 Press .

## Document is jammed at the output tray

- 1 Remove any paper from the ADF that is not jammed.
- 2 Pull the jammed document out to the right.



- 3 Press .

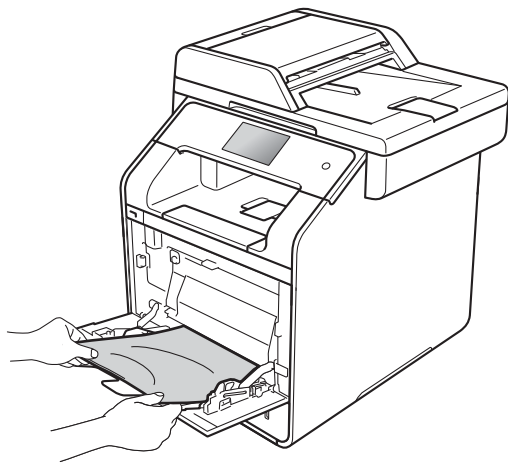
## Paper Jams

Always remove the remaining paper from the paper tray and straighten the stack when you are adding new paper. This helps prevent multiple sheets of paper from feeding through the machine at one time and prevents paper jams.

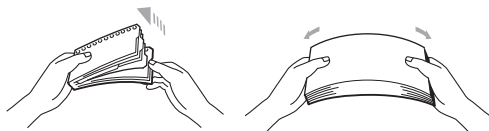
### Paper is jammed in the multi-purpose tray

If the Touchscreen displays **Jam MP Tray**, follow these steps:

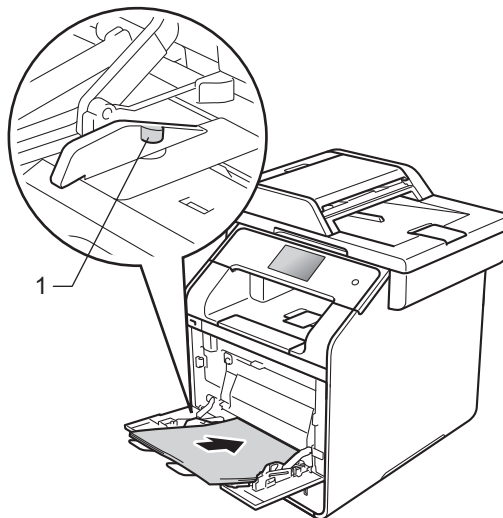
- 1 Remove the paper from the MP tray.
- 2 Remove any jammed paper from in and around the MP tray.



- 3 Fan the paper stack, and then put it back in the MP tray.



- 4 When loading paper in the MP tray, make sure that the paper stays under the maximum paper height guides (1) on both sides of the tray.

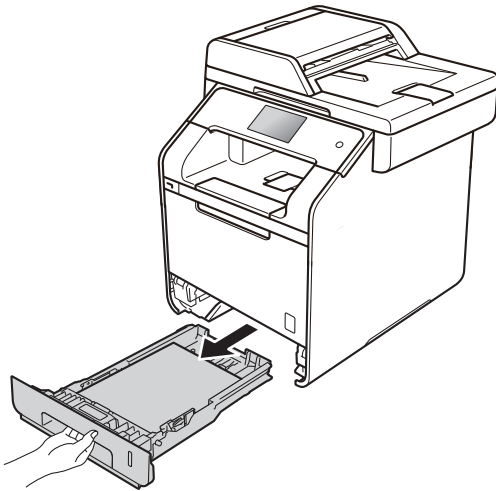


- 5 Press **Retry** to resume printing.

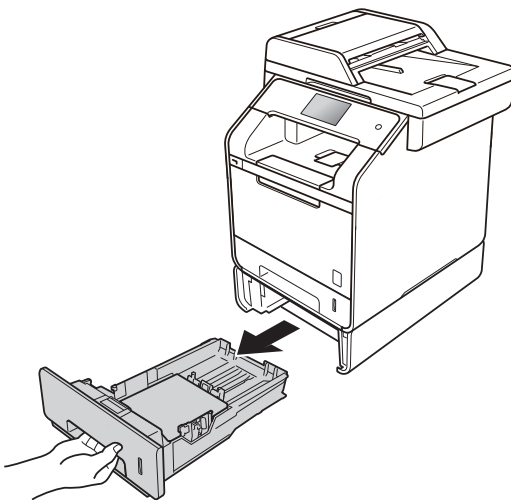
## Paper is jammed in the Paper Tray 1 or Tray 2

If the Touchscreen displays Jam Tray1 or Jam Tray2, follow these steps:

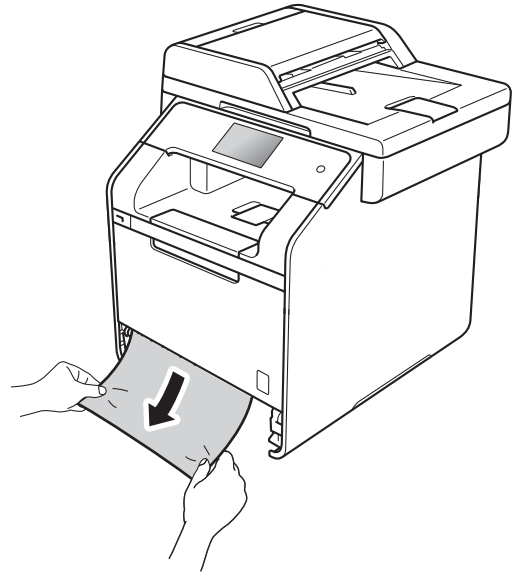
- 1 Pull the paper tray completely out of the machine.  
For Jam Tray1:



For Jam Tray2:



- 2 Use both hands to slowly pull out the jammed paper.



### NOTE

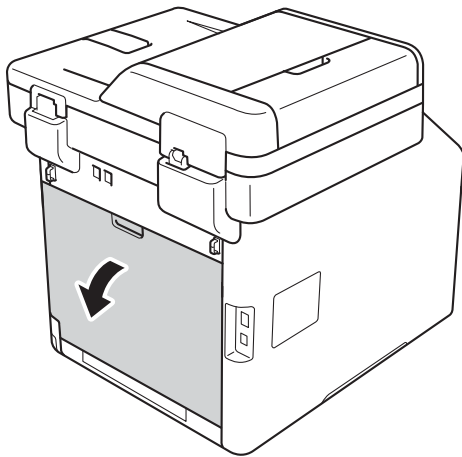
Pulling the jammed paper downward allows you to remove the paper more easily.

- 3 Make sure the paper is below the maximum paper mark (▼▼▼) in the paper tray. While pressing the blue paper-guide release lever, slide the paper guides to fit the paper size. Make sure the guides are firmly in the slots.
- 4 Put the paper tray firmly back in the machine.

## Paper is jammed at the back of the machine

If the Touchscreen displays **Jam Rear**, follow these steps:

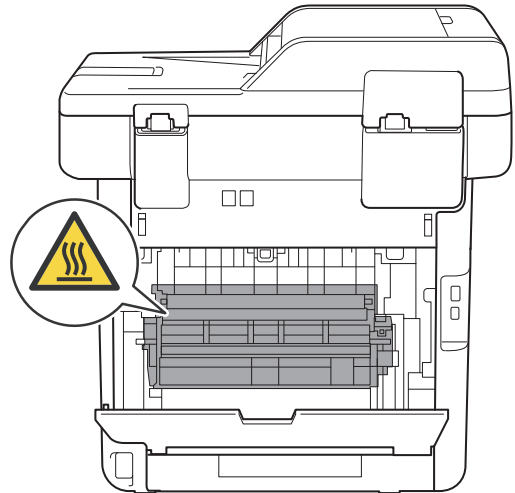
- 1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
- 2 Open the back cover.



## WARNING

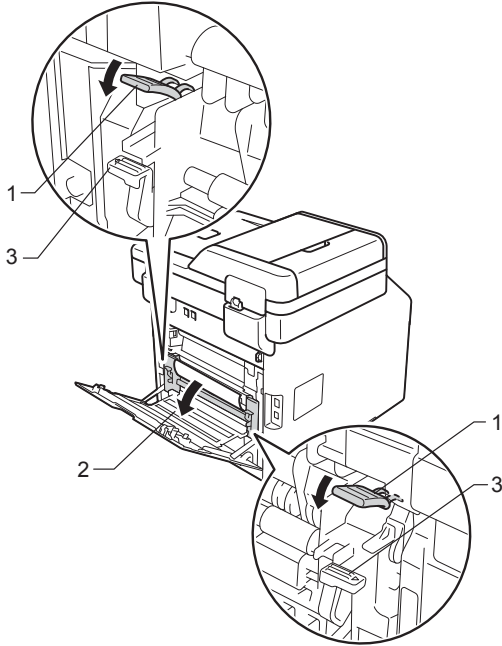
### HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.





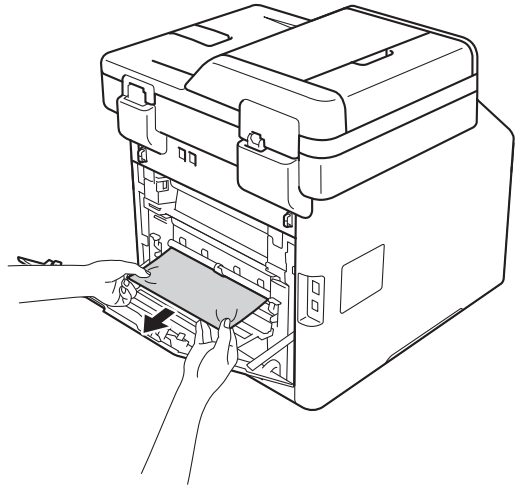
- 3 Pull the blue tabs (1) at the left and right sides down to release the fuser cover (2).



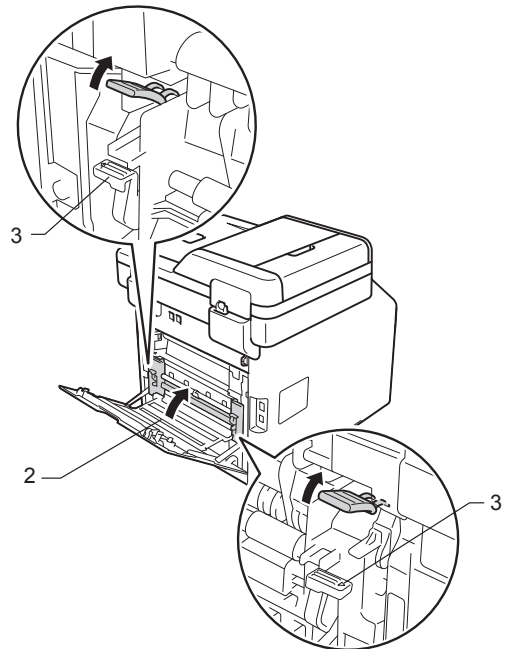
**NOTE**

If the envelope levers (3) inside the back cover are pulled down to the envelope position, lift these levers to the original position before pulling the blue tabs (1) down.

- 4 Use both hands to gently pull the jammed paper out of the fuser unit.



- 5 Close the fuser cover (2).



**NOTE**

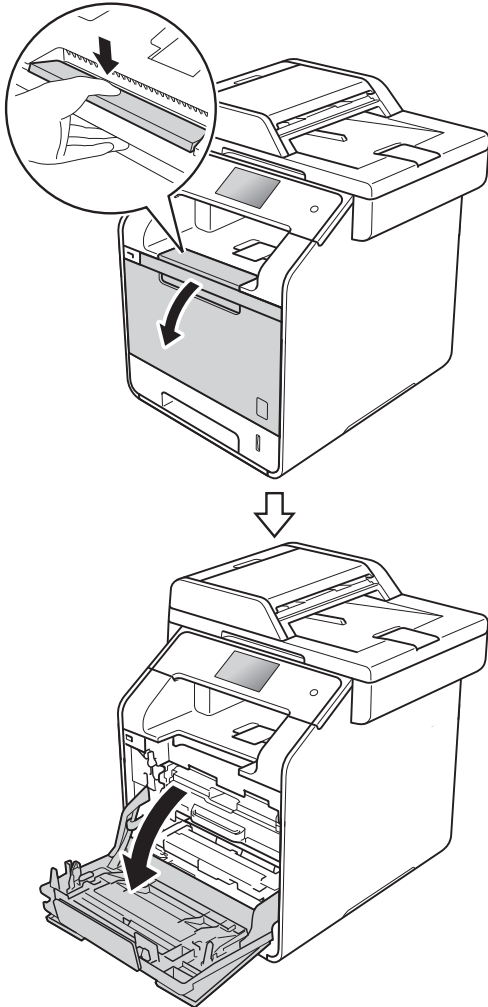
If you print on envelopes, pull down the envelope levers (3) to the envelope position again before closing the back cover.

- 6 Close the back cover.

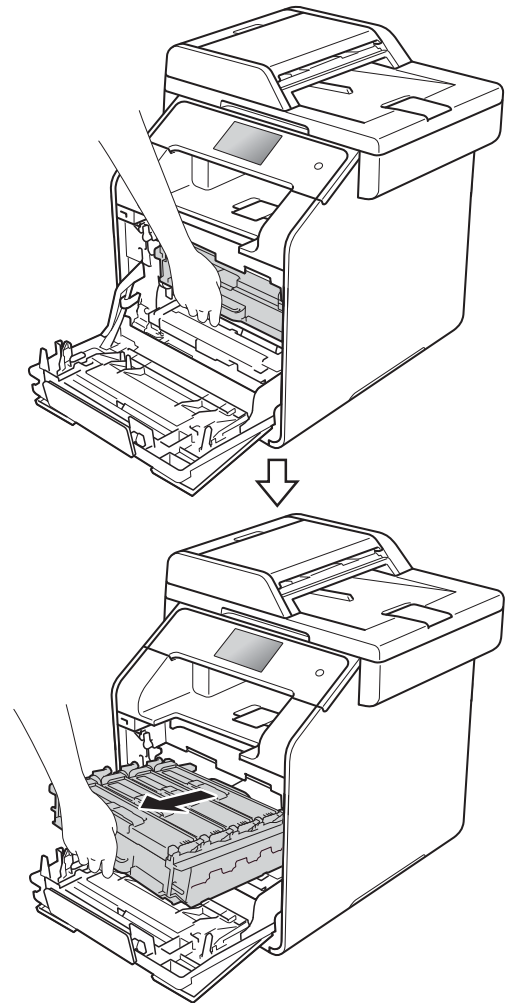
## Paper is jammed inside the machine

If the Touchscreen displays **Jam Inside**, follow these steps:

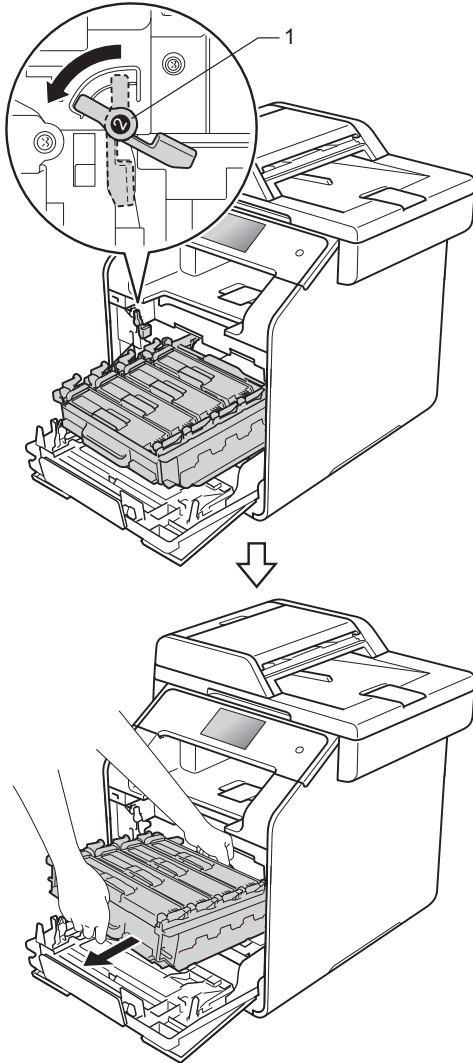
- 1 Press the front cover release button and pull open the front cover.



- 2 Hold the blue handle of the drum unit. Pull the drum unit out until it stops.

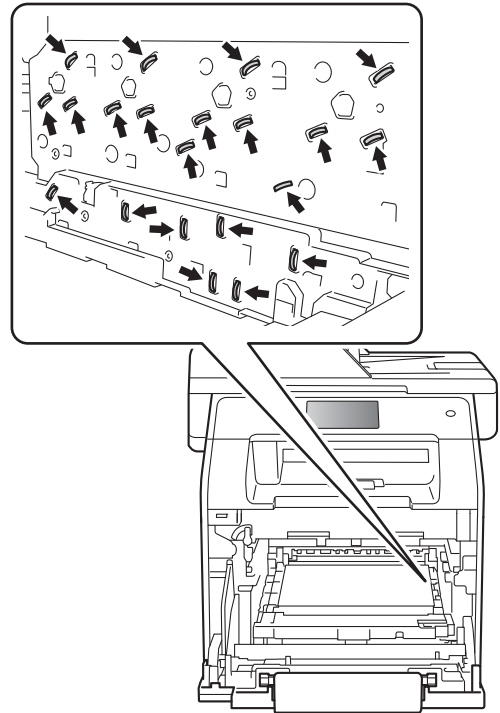


- 3 Turn the blue lock lever (1) at the left of the machine counterclockwise to the release position. Holding the blue handles of the drum unit, lift the front of the drum unit and remove it from the machine.

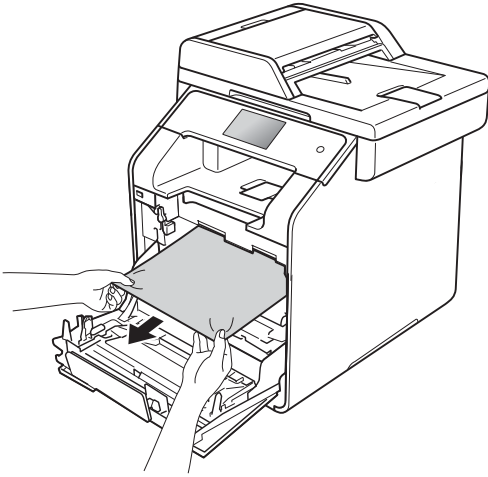


## IMPORTANT

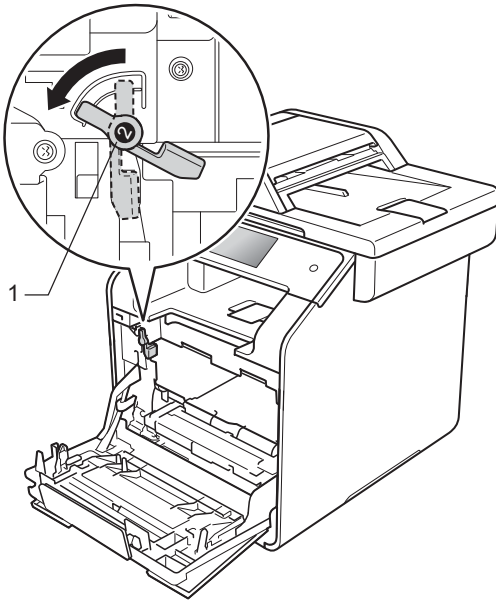
- We recommend that you place the drum unit on a piece of disposable paper or cloth in case you accidentally spill or scatter toner.
- To prevent damage to the machine from static electricity, DO NOT touch the electrodes shown in the illustration.



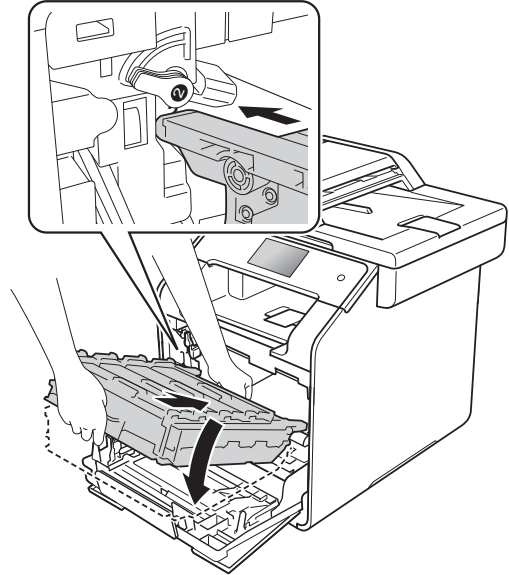
- 4 Pull out the jammed paper slowly.



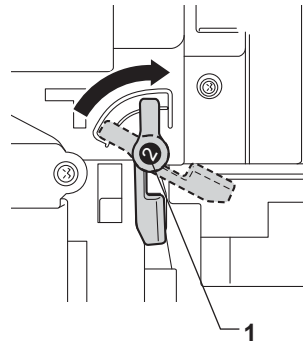
- 5 Make sure the blue lock lever (1) is in the release position as shown in the illustration.



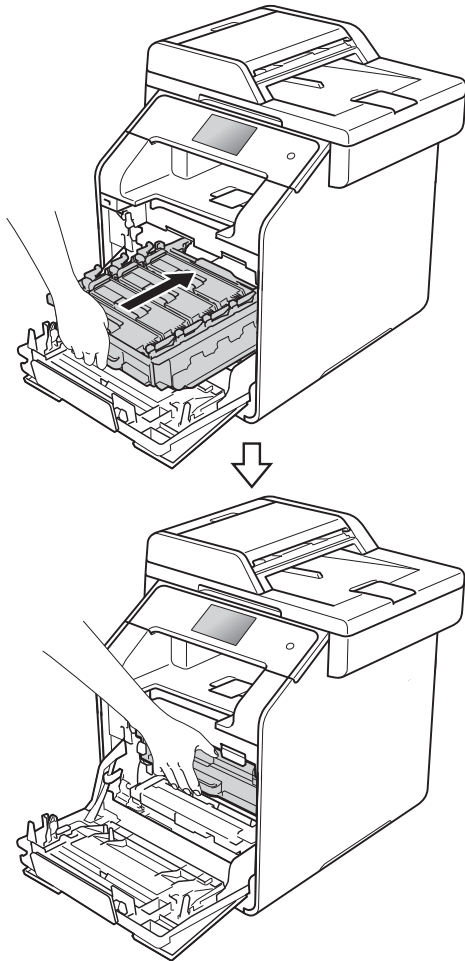
- 6 Gently slide the drum unit into the machine until it stops at the blue lock lever.



- 7 Turn the blue lock lever (1) clockwise to the lock position.



- 8 Push the drum unit in until it stops.



- 9 Close the front cover of the machine.

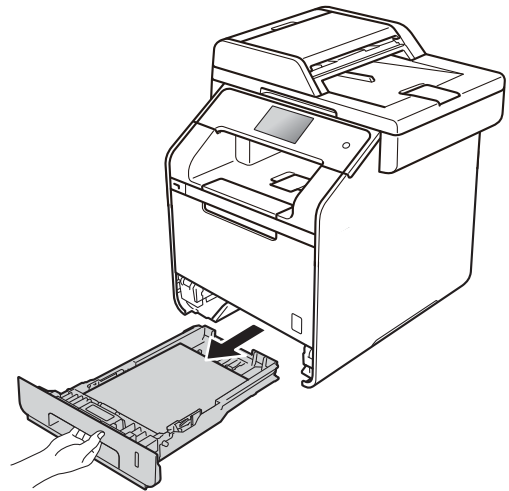
**NOTE**

If you turn off the machine while *Jam Inside* is on the Touchscreen, the machine will print incomplete data from your computer when it is turned on. Before you turn on the machine, delete the job from your computer's print spooler.

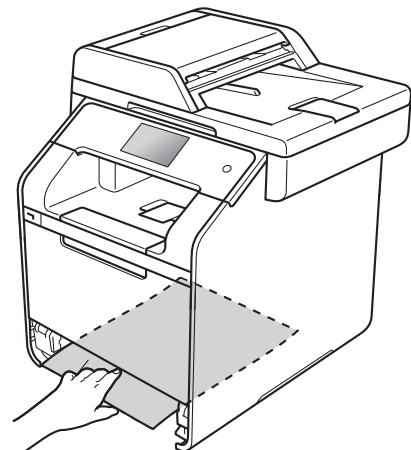
**Paper is jammed underneath the paper tray**

If the Touchscreen displays *Jam 2-sided*, follow these steps:

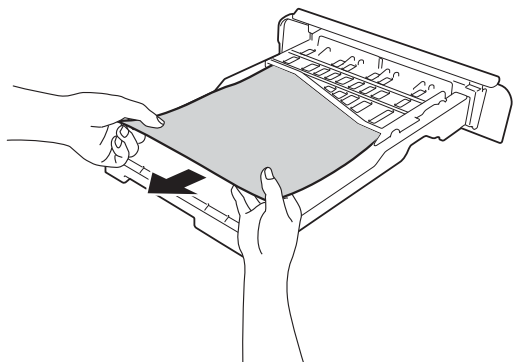
- 1 Leave the machine turned on for 10 minutes for the internal fan to cool the extremely hot parts inside the machine.
- 2 Pull the paper tray completely out of the machine.



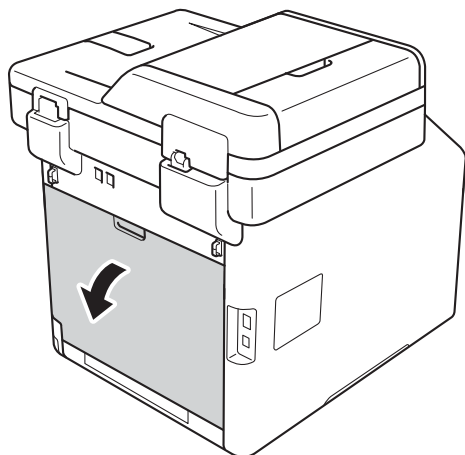
- 3 Make sure the jammed paper is not inside the machine.



- 4 If paper is not caught inside the machine, check underneath the paper tray.



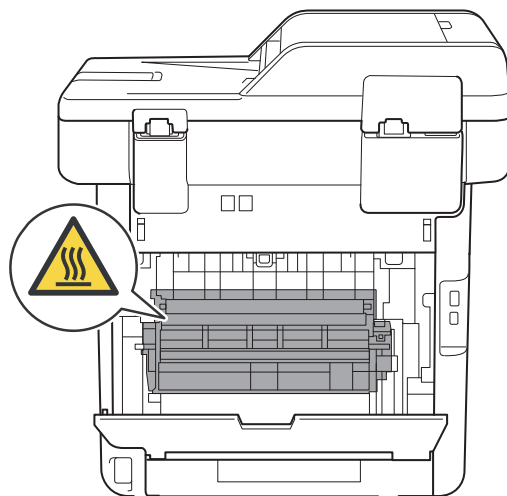
- 5 If the paper is not caught in the paper tray, open the back cover.



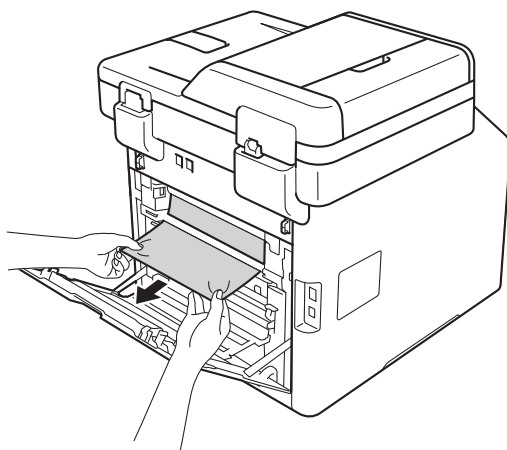
## WARNING

### HOT SURFACE

After you have just used the machine, some internal parts of the machine will be extremely hot. Wait for the machine to cool down before you touch the internal parts.



- 6 Use both hands to gently pull the jammed paper out of the back of the machine.



- 7 Close the back cover until it locks in the closed position.
- 8 Put the paper tray firmly back in the machine.




# If you are having difficulty with your machine

## IMPORTANT

- For technical help, you must call Brother customer service or your local Brother dealer.
- If you think there is a problem with your machine, check the chart below and follow the troubleshooting tips. You can correct most problems yourself.
- If you need additional help, the Brother Solutions Center offers the latest FAQs and troubleshooting tips.


Visit <http://solutions.brother.com/>.

## Printing difficulties

Difficulty	Suggestions
No printout.	Check that the correct printer driver has been installed and selected.
	Check to see if the Touchscreen is showing an error message (see <i>Error and maintenance messages</i> on page 128).
	<p>Check the machine is online:</p> <p>(Windows® 7 and Windows Server® 2008 R2)</p> <p>Click the  (<b>Start</b>) button &gt; <b>Devices and Printers</b>. Right-click <b>Brother MFC-XXXX Printer</b> and click <b>See what's printing</b>. Click <b>Printer</b> in the menu bar. Make sure <b>Use Printer Offline</b> is cleared.</p>
	<p>(Windows Vista® and Windows Server® 2008)</p> <p>Click the  (<b>Start</b>) button &gt; <b>Control Panel</b> &gt; <b>Hardware and Sound</b> &gt; <b>Printers</b>. Right-click <b>Brother MFC-XXXX Printer</b>. Make sure <b>Use Printer Online</b> is not listed. If it is listed, click this option to set the driver Online.</p>
	<p>(Windows® XP and Windows Server® 2003)</p> <p>Click the <b>Start</b> button &gt; <b>Printers and Faxes</b>. Right-click <b>Brother MFC-XXXX Printer</b>. Make sure <b>Use Printer Online</b> is not listed. If it is listed, click this option to set the driver Online.</p> <p>(Windows® 8 and Windows Server® 2012)</p> <p>Move your mouse to the lower right corner of your desktop. When the menu bar appears, click <b>Settings</b> &gt; <b>Control Panel</b>. In the <b>Hardware and Sound</b> (Hardware) group, click <b>View devices and printers</b>. Right-click the <b>Brother MFC-XXXX Printer</b> &gt; <b>See what's printing</b>. If printer driver options appear, select your printer driver. Click <b>Printer</b> in the menu bar and make sure that <b>Use Printer Offline</b> is not selected.</p> <p>(Windows Server® 2012 R2)</p> <p>Click <b>Control Panel</b> on the <b>Start</b> screen. In the <b>Hardware</b> group, click <b>View devices and printers</b>. Right-click the <b>Brother MFC-XXXX Printer</b> &gt; <b>See what's printing</b>. If printer driver options appear, select your printer driver. Click <b>Printer</b> in the menu bar and make sure that <b>Use Printer Offline</b> is not selected.</p>
The machine is not printing or has stopped printing.	<p>Contact your administrator to check your Secure Function Lock settings.</p> <p>Press .</p> <p>The machine will cancel the print job and clear it from the memory. The printout may be incomplete.</p>



## Printing difficulties (continued)

Difficulty	Suggestions
The headers or footers appear when the document is displayed on the screen but they are not on the printed page.	There is an unprintable area on the top and bottom of the page. Adjust the top and bottom margins in your document to allow for this (see <i>Unscannable and unprintable areas</i> on page 29).
The machine prints unexpectedly or it prints garbage.	Press  to cancel print jobs.
	Check the settings in your application to make sure they are set to work with your machine.
The machine prints the first couple of pages correctly, then some pages have missing text.	Check that the print settings in your application are available in the machine's printer driver.
	Your computer is not recognising the full signal of the machine's input buffer. Make sure you connected the interface cable correctly (see Quick Setup Guide).
The machine does not print on both sides of the paper even though the printer driver setting is 2-sided.	Check the paper size setting in the printer driver. You must choose A4 (60 to 105 gsm).
The machine does not display the USB menu when a USB flash drive is connected to the USB direct interface.	When the machine is in Deep Sleep mode, the machine does not wake up even if you connect a USB flash drive to the USB direct interface. Press the Touchscreen to wake up the machine.
Cannot perform 'Page Layout' printing.	Check that the paper size setting in the application and in the printer driver are the same.
Print speed is too slow.	Try changing the printer driver setting. The highest resolution needs longer data processing, sending and printing time.
	If the machine is in Quiet mode, print speed is slower. Check the Quiet mode setting (see Advanced User's Guide).
The machine does not print from Adobe® Illustrator®.	Try to reduce the print resolution (see Software and Network User's Guide).
Poor print quality	See <i>Improving the print quality</i> on page 160.

## Paper handling difficulties

Difficulty	Suggestions
The machine does not feed paper.	If the Touchscreen shows a Paper Jam message and you still have a problem, see <i>Error and maintenance messages</i> on page 128.
	If the paper tray is empty, load a new stack of paper into the paper tray.
	If there is paper in the paper tray, make sure it is straight. If the paper is curled, straighten it. Sometimes it is helpful to remove the paper, turn the stack over and put it back in the paper tray.
	Reduce the amount of paper in the paper tray, and then try again.
	Make sure <b>MP Tray</b> is not selected for <b>Paper Source</b> in the printer driver.
	Clean the paper pick-up rollers (see <i>Cleaning the paper pick-up rollers</i> on page 123).
The machine does not feed paper from the MP tray.	Make sure <b>MP Tray</b> is selected in the printer driver.
	Fan the paper well and put it back in the tray firmly.
How do I print on envelopes?	Load up to three envelopes at a time in the MP tray. Your application must be set to print the envelope size you are using. This is usually done in the Page Setup or Document Setup menu of your application (see your application's manual for more information).



## Printing received faxes

Difficulty	Suggestions
<ul style="list-style-type: none"> <li>■ Condensed print</li> <li>■ Horizontal streaks</li> <li>■ Top and bottom sentences are cut off</li> <li>■ Missing lines</li> </ul>	Usually this is caused by a poor telephone connection. Make a copy; if your copy looks good, you probably had a bad connection, with static or interference on the telephone line. Ask the other party to send the fax again.
Vertical black lines when receiving	<p>The corona wires for printing may be dirty. Clean the corona wires on the drum unit (see <i>Cleaning the corona wires</i> on page 114).</p> <p>The sender's scanner may be dirty. Ask the sender to make a copy to see if the problem is with the sending machine. Try receiving from another fax machine.</p>
Received faxes appear as split or blank pages.	<p>Left and right margins are cut off or a single page is printed on two pages (see <i>Paper Size</i> on page 30).</p> <p>Turn on Auto Reduction (see <i>Advanced User's Guide</i>).</p>

## Telephone line or connections

Difficulty	Suggestions
Dialling does not work. (No dial tone)	Check all line cord connections. Make sure the telephone line cord is plugged directly into the telephone wall socket and the LINE socket of the machine.
	(Not available in New Zealand) Change <b>Tone/Pulse</b> setting (see <i>Advanced User's Guide</i> ).
	If an external phone is connected to the machine, send a manual fax by lifting the handset of the external telephone and dialling the number using the external telephone. Wait to hear the fax receiving tones before pressing <b>Fax Start</b> .
	If there is no dial tone, connect a known working telephone and telephone line cord directly into your master telephone wall socket. Then lift the external telephone's handset and listen for a dial tone. If there is still no dial tone, ask your telephone company to check the line and wall socket.
The machine does not answer when called.	<p>Make sure the machine is in the correct receive mode for your setup (see <i>Receive Mode settings</i> on page 46).</p> <p>Check for a dial tone. If possible, call your machine to hear it answer. If there is still no answer, check the telephone line cord connection. If you do not hear ringing when you call your machine, ask your telephone company to check the line.</p>

## Receiving Faxes

Difficulty	Suggestions
Cannot receive a fax.	<p>Make sure your machine has a dial tone by pressing <b>Hook</b>. If you hear static or interference on your fax line, contact your local telephone company.</p>
	<p>Check all line cord connections. Make sure the telephone line cord is directly plugged into the telephone wall socket and the <b>LINE</b> socket of the machine. If you subscribe to DSL or VoIP services, contact your service provider for connection instructions.</p>
	<p>Make sure the machine is in the correct Receive Mode. This is determined by the external devices and telephone subscriber services you have on the same line as the Brother machine (see <i>Receive Mode settings</i> on page 46).</p> <ul style="list-style-type: none"> <li>■ If you have a dedicated fax line and want your Brother machine to automatically answer all incoming faxes, you should select <b>Fax</b> mode.</li> <li>■ If your Brother machine shares a line with an external answering machine, you should select the <b>External TAD</b> mode. In <b>External TAD</b> mode, your Brother machine will automatically receive incoming faxes and voice callers will be able to leave a message on your answering machine.</li> <li>■ If your Brother machine shares a line with other telephones and you want it to automatically answer all incoming faxes, you should select the <b>Fax/Tel</b> mode. In <b>Fax/Tel</b> mode, your Brother machine will automatically receive faxes and produce a fast double-ring to alert you to answer voice calls.</li> <li>■ If you do not want your Brother machine to automatically answer any incoming faxes, you should select the <b>Manual</b> mode. In <b>Manual</b> mode, you must answer every incoming call and activate the machine to receive faxes.</li> </ul>
	<p>Another device or service at your location may be answering the call before your Brother machine answers. To test this, lower the ring delay setting:</p> <ul style="list-style-type: none"> <li>■ If the answer mode is set to <b>Fax</b> or <b>Fax/Tel</b>, reduce the ring delay to 1 ring (see <i>Ring Delay</i> on page 46).</li> <li>■ If the answer mode is set to <b>External TAD</b>, reduce the number of rings programmed on your answering machine to two.</li> <li>■ If the answer mode is set to <b>Manual</b>, <b>DO NOT</b> adjust the ring delay setting.</li> </ul>
	<p>Have someone send you a test fax:</p> <ul style="list-style-type: none"> <li>■ If you received the test fax successfully, your machine is operating correctly. Remember to reset your ring delay or answering machine setting back to your original setting. If receiving problems recur after resetting the ring delay, then a person, device, or subscriber service is answering the fax call before the machine has a chance to answer.</li> <li>■ If you were not able to receive the fax, then another device or subscriber service may be interfering with your fax reception or there may be a problem with your fax line.</li> </ul>

## Receiving Faxes (continued)

Difficulty	Suggestions
Cannot receive a fax. (continued)	<p>If you are using a telephone answering machine (External TAD mode) on the same line as the Brother machine, make sure your answering machine is set up correctly (see <i>Connecting an external TAD</i> on page 58).</p> <ol style="list-style-type: none"> <li>1 Connect the external TAD as shown in the illustration, see page 58.</li> <li>2 Set your answering machine to answer in one or two rings.</li> <li>3 Record the outgoing message on your answering machine. <ul style="list-style-type: none"> <li>■ Record five seconds of silence at the beginning of your outgoing message.</li> <li>■ Limit your speaking to 20 seconds.</li> <li>■ End your outgoing message with your Remote Activation Code for people sending manual faxes. For example: "After the beep, leave a message or press *51 (*91 for New Zealand) and Start to send a fax."</li> </ul> </li> <li>4 Set your answering machine to answer calls.</li> <li>5 Set your Brother machine's Receive Mode to External TAD (see <i>Choosing the receive mode</i> on page 43).</li> </ol> <p>Make sure your Brother machine's Fax Detect feature is turned On. Fax Detect is a feature that allows you to receive a fax even if you have answered the call on an external or extension telephone (see <i>Fax Detect</i> on page 47).</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to Basic (for VoIP) (see <i>Telephone line interference / VoIP</i> on page 158).</p> <p>Contact your administrator to check your Secure Function Lock Settings.</p>


## Sending faxes

Difficulty	Suggestions
Cannot send a fax.	<p>Check all line cord connections. Make sure the telephone line cord is plugged directly into the telephone wall socket and the LINE socket of the machine.</p> <p>Make sure you pressed Fax and the machine is in Fax mode (see <i>How to send a fax</i> on page 40).</p> <p>Print the Transmission Verification Report and check for an error (see <i>Advanced User's Guide</i>).</p> <p>Contact your administrator to check your Secure Function Lock Settings.</p> <p>Ask the other party to check that the receiving machine has paper.</p>
Poor sending quality.	<p>Try changing your resolution to Fine or S.Fine. Make a copy to check your machine's scanner operation. If the copy quality is not good, clean the scanner (see <i>Cleaning the scanner glass</i> on page 109).</p>

## Sending faxes (continued)

Difficulty	Suggestions
Transmission Verification Report says <code>RESULT:ERROR</code> .	<p>There may be temporary noise or static on the line. Try sending the fax again. If you are sending a PC-FAX message and get <code>RESULT:ERROR</code> on the Transmission Verification Report, your machine may be out of memory. To free up extra memory, you can turn off fax storage (see Advanced User's Guide), print fax messages in memory (see Advanced User's Guide) or cancel a delayed fax (see Advanced User's Guide). If the problem continues, ask the telephone company to check your telephone line.</p> <p>If you often get transmission errors due to possible interference on the telephone line, try changing the Compatibility setting to <code>Basic (for VoIP)</code> (see <i>Telephone line interference / VoIP</i> on page 158).</p>
Sent faxes are blank.	Make sure you are loading the document correctly. When using the ADF, the document should be <i>face up</i> . When using the scanner glass, the document should be <i>face down</i> (see <i>Loading documents</i> on page 38).
Vertical black lines when sending.	Black vertical lines on faxes you send are typically caused by dirt or correction fluid on the glass strip (see <i>Cleaning the scanner glass</i> on page 109).

## Handling incoming calls

Difficulty	Suggestions
The machine 'Hears' a voice as a CNG Tone.	<p>If Fax Detect is set to On, your machine is more sensitive to sounds. It may mistakenly interpret certain voices or music on the line as a fax machine calling and respond with fax receiving tones. Deactivate the machine by pressing . Try avoiding this problem by turning Fax Detect to Off (see <i>Fax Detect</i> on page 47).</p>
Sending a Fax Call to the machine.	<p>If you answered on an external or extension telephone, press your Remote Activation Code (default setting is *51 (*91 for New Zealand)).</p> <p>When your machine answers, hang up.</p>
Custom features on a single line.	<p>If you have Call Waiting, Call Waiting/Caller ID, Caller ID, Voice Mail, an answering machine, an alarm system or other custom feature on a single telephone line with your machine, it may create a problem sending or receiving faxes.</p> <p><b>For Example:</b> If you subscribe to Call Waiting or some other custom service and its signal comes through the line while your machine is sending or receiving a fax, the signal can temporarily interrupt or disrupt the faxes. Brother's ECM (Error Correction Mode) feature should help overcome this problem. This condition is related to the telephone system industry and is common to all devices that send and receive information on a single, shared line with custom features. If avoiding a slight interruption is crucial to your business, a separate line with no custom features is recommended.</p>

## Copying difficulties

Difficulty	Suggestions
Cannot make a copy.	<p>Make sure you pressed <code>Copy</code> and the machine is in Copy mode (see <i>How to copy</i> on page 67).</p> <p>Contact your administrator to check your Secure Function Lock Settings.</p>
Vertical black line appears in copies.	Black vertical lines on copies are typically caused by dirt or correction fluid on the scanner glass, or the corona wires are dirty. Clean the glass strip and scanner glass and also the white bar and white plastic above them (see <i>Cleaning the scanner glass</i> on page 109 and <i>Cleaning the corona wires</i> on page 114).

### Copying difficulties (continued)

Difficulty	Suggestions
Copies are blank.	Make sure you are loading the document correctly (see <i>Using the automatic document feeder (ADF)</i> on page 38 or <i>Using the scanner glass</i> on page 39).


### Scanning difficulties

Difficulty	Suggestions
TWAIN or WIA errors appear when starting to scan. (Windows®)	Make sure the Brother TWAIN or WIA driver is selected as the primary source in your scanning application. For example, in Nuance™ PaperPort™ 12SE, click <b>Desktop &gt; Scan Settings &gt; Select</b> to choose the Brother TWAIN/WIA driver.
TWAIN or ICA errors appear when starting to scan. (Macintosh)	Make sure the Brother TWAIN driver is selected as the primary source. In PageManager, click <b>File &gt; Select Source</b> and choose the Brother TWAIN driver. Macintosh can also scan documents using the ICA Scanner Driver (see Software and Network User's Guide).
OCR does not work.	Try increasing the scanning resolution.  (Macintosh) Presto! PageManager must be downloaded and installed before use. For further instructions, see <i>Accessing Brother Support (Macintosh)</i> on page 5.
Network scanning does not work.	see <i>Network difficulties</i> on page 156.
Cannot scan.	Contact your administrator to check your Secure Function Lock Settings.





### Software difficulties

Difficulty	Suggestions
Cannot install software or print.	<b>(Windows® only)</b>  Run the <b>Repair MFL-Pro Suite</b> program on the CD-ROM. This program will repair and reinstall the software.

## Network difficulties

Difficulty	Suggestions
Cannot print and scan over a network after completing the software installation.	<p>When the <i>Cannot print to the networked printer</i>. screen appears, follow the on-screen instructions.</p> <p>If the problem is not solved, see Software and Network User's Guide.</p>
The network scanning feature does not work.	<p><b>(Windows® and Macintosh)</b></p> <p>The network scanning feature may not work due to the firewall settings. Change or disable the firewall settings. It is necessary to set the third-party Security/Firewall Software to allow Network scanning. To add port 54925 for Network scanning, enter the information below:</p> <ul style="list-style-type: none"> <li>■ In Name: Enter any description, for example Brother NetScan.</li> <li>■ In Port number: Enter 54925.</li> <li>■ In Protocol: Make sure UDP is selected.</li> </ul> <p>See the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.</p> <p>For more information, you can read FAQs and troubleshooting suggestions at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a>.</p> <p><b>(Macintosh)</b></p> <p>Re-select your machine in the <b>Device Selector</b> window from the Model pop-up menu in the main screen of <b>ControlCenter2</b>.</p>
The network PC-FAX Receive feature does not work.	<p><b>(Windows® only)</b></p> <p>It is necessary to set the third-party Security/Firewall Software to allow PC-FAX Rx. To add port 54926 for Network PC-FAX Rx, enter the information below:</p> <ul style="list-style-type: none"> <li>■ In Name: Enter any description, for example Brother PC-FAX Rx.</li> <li>■ In Port number: Enter 54926.</li> <li>■ In Protocol: Make sure UDP is selected.</li> </ul> <p>See the instruction manual that came with your third-party Security/Firewall Software or contact the software manufacturer.</p> <p>For more information, read FAQs and troubleshooting suggestions at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a>.</p>
The Brother software cannot be installed.	<p><b>(Windows®)</b></p> <p>If the Security Software warning appears on the computer screen during the installation, change the Security Software settings to permit the Brother product setup program or other program to run.</p> <p><b>(Macintosh)</b></p> <p>If you are using a firewall function of anti-spyware or antivirus security software, temporarily disable it and then install the Brother software.</p>
Cannot connect to the wireless network.	<p>Investigate the problem using the WLAN Report. Press  All Settings, Print Reports, WLAN Report and then press OK (see Software and Network User's Guide).</p>

## Other difficulties



Difficulty	Suggestions
<p>The machine will not turn on.</p>	<p>Adverse conditions on the power connection (such as lightning or a power surge) may have triggered the machine's internal safety mechanisms. Press and hold down  to turn off the machine and unplug the power cord. Wait for ten minutes, then plug in the power cord and press  to turn on the machine.</p> <p>If the problem is not solved and you are using a power breaker, disconnect it to make sure it is not the problem. Plug the machine's power cord directly into a different known working wall electrical socket. If there is still no power, try a different power cable.</p>
<p>The machine cannot print EPS data that includes binary with the BR-Script3 printer driver.</p>	<p><b>(Windows®)</b> To print EPS data, do the following:</p> <ol style="list-style-type: none"> <li>1 Windows® 7 and Windows Server® 2008 R2: Click the  (<b>Start</b>) button &gt; <b>Devices and Printers</b>. Windows Vista® and Windows Server® 2008: Click the  (<b>Start</b>) button &gt; <b>Control Panel</b> &gt; <b>Hardware and Sound</b> &gt; <b>Printers</b>. Windows® XP and Windows Server® 2003: Click the <b>Start</b> button &gt; <b>Printers and Faxes</b>. Windows® 8 and Windows Server® 2012: Move your mouse to the lower right corner of your desktop. When the menu bar appears, click <b>Settings</b> &gt; <b>Control Panel</b>. In the <b>Hardware and Sound</b><sup>1</sup> group, click <b>View devices and printers</b>. Windows Server® 2012 R2: Click <b>Control Panel</b> on the <b>Start</b> screen. In the <b>Hardware</b> group, click <b>View devices and printers</b>.</li> <li>2 Right-click the <b>Brother MFC-XXXX BR-Script3</b> icon, select <b>Printer properties</b>.<sup>2</sup></li> <li>3 From the <b>Device Settings</b> tab, choose <b>TBCP</b> (Tagged binary communication protocol) in <b>Output Protocol</b>.</li> </ol> <p><b>(Macintosh)</b> If your machine is connected to a computer with a USB interface, you cannot print EPS data that includes binary. You can print the EPS data at the machine through a network. For help installing the BR-Script3 printer driver through the network, visit the Brother Solutions Center at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a>.</p>

<sup>1</sup> Windows Server® 2012 and Windows Server® 2012 R2: **Hardware**.

<sup>2</sup> Windows® XP, Windows Vista®, Windows Server® 2003 and Windows Server® 2008: **Properties**.


## Setting Dial Tone detection

When you send a fax automatically, by default your machine will wait for a fixed amount of time before it starts to dial the number. By changing the Dial Tone setting to *Detection* you can make your machine dial as soon as it detects a dial tone. This setting can save a small amount of time when sending a fax to many different numbers. If you change the setting and start having problems with dialling you should change back to the default *No Detection* setting.

- 1 Press .
- 2 Press *All Settings*.
- 3 Swipe up or down, or press ▲ or ▼ to display *Initial Setup*.
- 4 Press *Initial Setup*.
- 5 Swipe up or down, or press ▲ or ▼ to display *Dial Tone*.
- 6 Press *Dial Tone*.
- 7 Press *Detection* or *No Detection*.
- 8 Press .

## Telephone line interference / VoIP

If you are having difficulty sending or receiving a fax due to possible interference on the telephone line, we recommend that you adjust the Equalization for compatibility to reduce the modem speed for fax operations.

- 1 Press .
- 2 Press *All Settings*.
- 3 Swipe up or down, or press ▲ or ▼ to display *Initial Setup*.
- 4 Press *Initial Setup*.
- 5 Swipe up or down, or press ▲ or ▼ to display *Compatibility*.
- 6 Press *Compatibility*.
- 7 Press *High*, *Normal* or *Basic* (for VoIP).
  - *Basic* (for VoIP) reduces the modem speed to 9600 bps and turns off ECM (error correction mode). Unless interference is a recurring problem on your telephone line, you may prefer to use it only when needed.

To improve compatibility with most VoIP services, Brother recommends changing the compatibility setting to *Basic* (for VoIP).
  - *Normal* sets the modem speed at 14400 bps.
  - *High* sets the modem speed at 33600 bps.




8 Press .

## NOTE

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- VoIP (Voice over IP) is a type of phone system that uses an Internet connection, rather than a traditional phone line.
  - Brother does not recommend the use of a VoIP line. VoIP limitations in general can cause some functions of the fax machine not to work correctly.
-

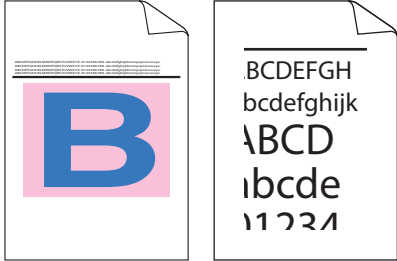

# Improving the print quality


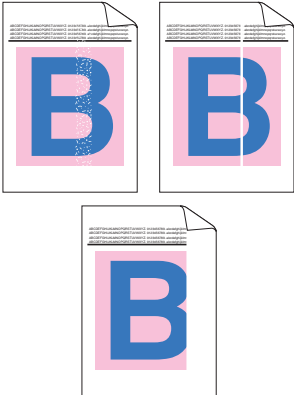
If you have a print quality problem, print a test page first ( , All Settings, Printer, Print Options, Test Print). If the printout looks good, the problem is probably not the machine. Check the interface cable connections and try printing a different document. If the printout or test page printed from the machine has a quality problem, check the following steps first. And then, if you still have a print quality problem, check the chart below and follow the recommendations.

## NOTE

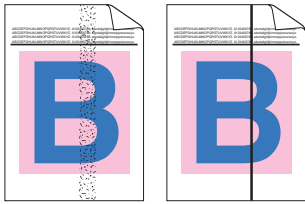
Brother does not recommend the use of cartridges other than Brother Original cartridges or the refilling of used cartridges with toner from other sources.

- 1 To get the best print quality, we suggest using recommended paper. Make sure you use paper that meets our specifications (see *Acceptable paper and other print media* on page 33).
- 2 Check that the drum unit and toner cartridges are installed correctly.

Examples of poor print quality	Recommendation
 <p><b>Printed pages are compressed, horizontal stripes appear, or characters in the top, bottom, left and right margins are cut off</b></p>	<ul style="list-style-type: none"> <li>■ Adjust the print margins on your application and reprint the document.</li> </ul>
 <p><b>Coloured letters and thin letters in the original document are unclear in the copy</b></p>	<ul style="list-style-type: none"> <li>■ Choose <b>Text</b> or <b>Receipt</b> in the copy quality setting (see Advanced User's Guide).</li> <li>■ Adjust the copy density and contrast (see Advanced User's Guide).</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="152 587 546 645"><b>Colours are light or unclear on the whole page</b></p>	<ul style="list-style-type: none"> <li data-bbox="584 266 1245 324">■ Perform the calibration using the Touchscreen or the printer driver (see <i>Colour Calibration</i> on page 124).</li> <li data-bbox="584 336 1190 394">■ Adjust the copy density and contrast if you are copying (see <i>Advanced User's Guide</i>).</li> <li data-bbox="584 405 1249 463">■ Make sure Toner Save mode is off in the Touchscreen or the printer driver.</li> <li data-bbox="584 475 1254 568">■ Make sure the media type setting in the driver matches the type of paper you are using (see <i>Acceptable paper and other print media</i> on page 33).</li> <li data-bbox="584 579 1007 608">■ Shake all four toner cartridges gently.</li> <li data-bbox="584 620 1249 678">■ Wipe the laser scanner windows with a <i>dry</i> lint free soft cloth (see <i>Cleaning the laser scanner windows</i> on page 110).</li> </ul>
 <p data-bbox="159 1141 539 1199"><b>White streaks or bands down the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="584 691 1249 749">■ Wipe the laser scanner windows with a <i>dry</i> lint free soft cloth (see <i>Cleaning the laser scanner windows</i> on page 110).</li> <li data-bbox="584 761 1212 819">■ Wipe the scanner glass strip with a <i>dry</i> lint free soft cloth (see <i>Cleaning the scanner glass</i> on page 109).</li> <li data-bbox="584 830 1240 923">■ Make sure foreign material such as a torn piece of paper, sticky notes or dust is not inside the machine or around the drum unit and toner cartridge.</li> </ul>

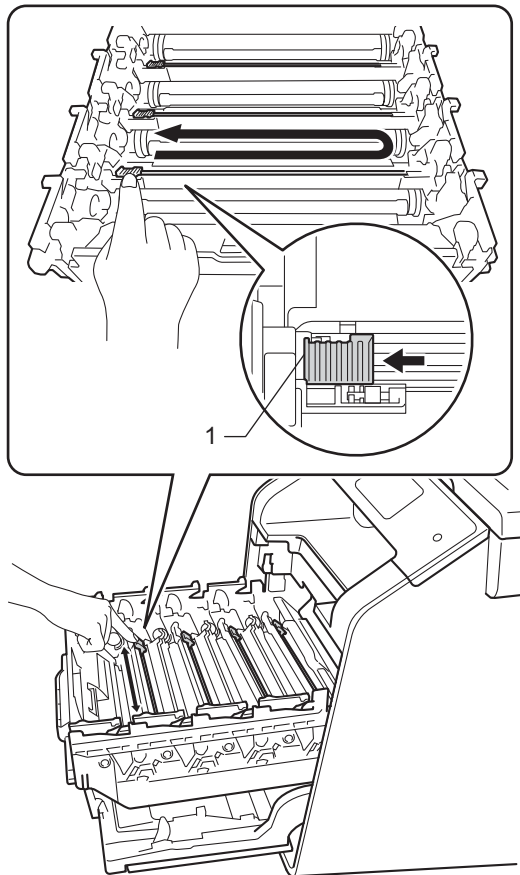
### Examples of poor print quality



Coloured streaks or bands down the page

### Recommendation

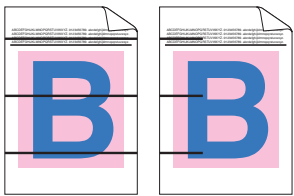

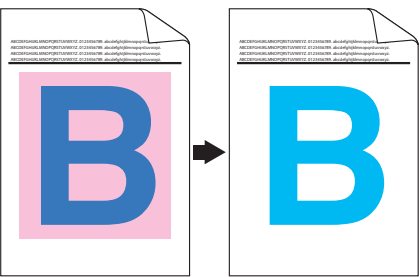
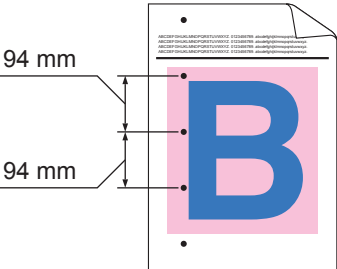
- Wipe the scanner glass strip with a *dry* lint free soft cloth (see *Cleaning the scanner glass* on page 109).
- Clean all four corona wires (one for each colour) inside the drum unit by sliding the blue tab (see *Cleaning the corona wires* on page 114).
- Make sure the blue tab of the corona wire is at the home position (1).

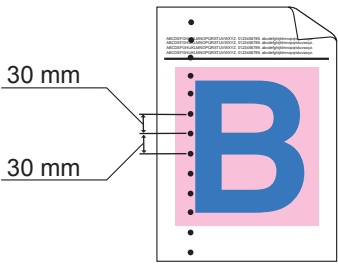



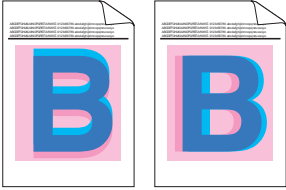

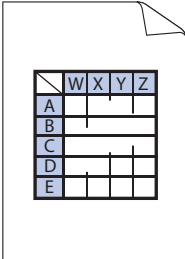
- Replace the toner cartridge that matches the colour of the streak or band (see *Replacing the toner cartridges* on page 84).

To identify the colour of the toner cartridge, visit <http://solutions.brother.com/> to view our FAQs and troubleshooting tips.

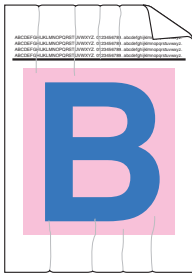
- Put in a new drum unit (see *Replacing the drum unit* on page 89.)

Examples of poor print quality	Recommendation
 <p data-bbox="170 508 528 537"><b>Coloured lines across the page</b></p>	<ul style="list-style-type: none"> <li data-bbox="584 266 1255 382">■ If coloured lines appear at 30 mm intervals, identify the colour causing the problem and replace the toner cartridge that matches the colour of the line (see <i>Replacing the toner cartridges</i> on page 84).  To identify the colour of the toner cartridge, visit <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</li> <li data-bbox="584 498 1255 546">■ If coloured lines appear at 94 mm intervals, put a new drum unit (see <i>Replacing the drum unit</i> on page 89).</li> </ul>
 <p data-bbox="193 890 506 919"><b>White spots or hollow print</b></p>	<ul style="list-style-type: none"> <li data-bbox="584 566 1255 653">■ Make sure the media type setting in the driver matches the type of paper you are using (see <i>Acceptable paper and other print media</i> on page 33).</li> <li data-bbox="584 662 1255 749">■ Check the machine's environment. Conditions such as high humidity can cause hollow print (see <i>Product Safety Guide</i>).</li> <li data-bbox="584 759 1255 855">■ If the problem is not solved after printing a few pages, foreign material, such as glue from a label, may be stuck on the drum surface (see <i>Cleaning the drum unit</i> on page 117).</li> <li data-bbox="584 865 1255 913">■ Put in a new drum unit (see <i>Replacing the drum unit</i> on page 89).</li> </ul>
 <p data-bbox="166 1257 536 1306"><b>Blank page or some colours are missing</b></p>	<ul style="list-style-type: none"> <li data-bbox="584 933 1255 991">■ Identify the colour causing the problem and put in a new toner cartridge (see <i>Replacing the toner cartridges</i> on page 84).  To identify the colour of the toner cartridge, visit <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</li> <li data-bbox="584 1107 1255 1164">■ Put in a new drum unit (see <i>Replacing the drum unit</i> on page 89).</li> </ul>
 <p data-bbox="204 1647 495 1676"><b>Coloured spots at 94 mm</b></p>	<ul style="list-style-type: none"> <li data-bbox="584 1329 1255 1445">■ If the problem is not solved after printing a few blank pages, foreign material, such as glue from a label, may be stuck on the drum surface. Clean the drum unit (see <i>Cleaning the drum unit</i> on page 117).</li> <li data-bbox="584 1454 1255 1512">■ Put in a new drum unit (see <i>Replacing the drum unit</i> on page 89).</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="175 575 467 604"><b>Coloured spots at 30 mm</b></p>	<ul style="list-style-type: none"> <li>■ Identify the colour causing the problem and put in a new toner cartridge (see <i>Replacing the toner cartridges</i> on page 84).</li> </ul> <p>To identify the colour of the toner cartridge, visit <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</p>
 <p data-bbox="161 942 477 971"><b>Toner scatter or toner stain</b></p>	<ul style="list-style-type: none"> <li>■ Check the machine's environment. Conditions such as high humidity and high temperatures may cause this print quality problem.</li> <li>■ Identify the colour causing the problem and put in a new toner cartridge (see <i>Replacing the toner cartridges</i> on page 84).</li> </ul> <p>To identify the colour of the toner cartridge, visit <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</p> <ul style="list-style-type: none"> <li>■ Put in a new drum unit (see <i>Replacing the drum unit</i> on page 89).</li> </ul>
<p data-bbox="120 981 515 1039"><b>The colour of your printouts is not what you expected</b></p>	<ul style="list-style-type: none"> <li>■ To improve the colour density, calibrate the colours first the Touchscreen and then the printer driver (see <i>Colour Calibration</i> on page 124).</li> <li>■ To adjust the print position of colours for sharper edges, perform the colour registration using the Touchscreen (see <i>Colour Registration</i> on page 125).</li> <li>■ Adjust the copy density and contrast if you are copying (see <i>Advanced User's Guide</i>).</li> <li>■ Make sure Toner Save mode is off in the Touchscreen or the printer driver (see <i>Software and Network User's Guide</i>).</li> <li>■ If the print quality is poor, clear the <b>Improve Grey Colour</b> check box in the printer driver (see <i>Software and Network User's Guide</i>).</li> <li>■ If the print quality of the black portion is not what you expected, select the <b>Enhance Black Printing</b> check box in the printer driver (see <i>Software and Network User's Guide</i>).</li> <li>■ Identify the colour causing the problem and put in a new toner cartridge (see <i>Replacing the toner cartridges</i> on page 84).</li> </ul> <p>To identify the colour of the toner cartridge, visit <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</p> <ul style="list-style-type: none"> <li>■ Put in a new drum unit (see <i>Replacing the drum unit</i> on page 89).</li> </ul>

Examples of poor print quality	Recommendation
 <p data-bbox="220 508 477 537"><b>Colour misregistration</b></p>	<ul style="list-style-type: none"> <li>■ Make sure the machine is on a solid level surface.</li> <li>■ Perform the colour registration using the Touchscreen (see <i>Colour Registration</i> on page 125).</li> <li>■ Put in a new drum unit (see <i>Replacing the drum unit</i> on page 89).</li> <li>■ Put in a new belt unit (see <i>Replacing the belt unit</i> on page 95).</li> </ul>
 <p data-bbox="189 871 509 929"><b>Uneven density appears periodically across the page</b></p>	<ul style="list-style-type: none"> <li>■ Perform the calibration using the Touchscreen or the printer driver (see <i>Colour Calibration</i> on page 124).</li> <li>■ Adjust the copy density and contrast if you are copying (see <i>Advanced User's Guide</i>).</li> <li>■ Clear the <b>Improve Grey Colour</b> check box in the printer driver. (See <i>Software and Network User's Guide</i>.)</li> <li>■ Identify the colour causing the problem and put in a new toner cartridge (see <i>Replacing the toner cartridges</i> on page 84). To identify the colour of the toner cartridge, visit <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> to view our FAQs and troubleshooting tips.</li> <li>■ Put in a new drum unit (see <i>Replacing the drum unit</i> on page 89).</li> </ul>
 <p data-bbox="189 1319 509 1348"><b>Missing thin lines in images</b></p>	<ul style="list-style-type: none"> <li>■ Make sure Toner Save mode is off in the Touchscreen or the printer driver (see <i>Software and Network User's Guide</i>).</li> <li>■ Change the print resolution.</li> </ul>

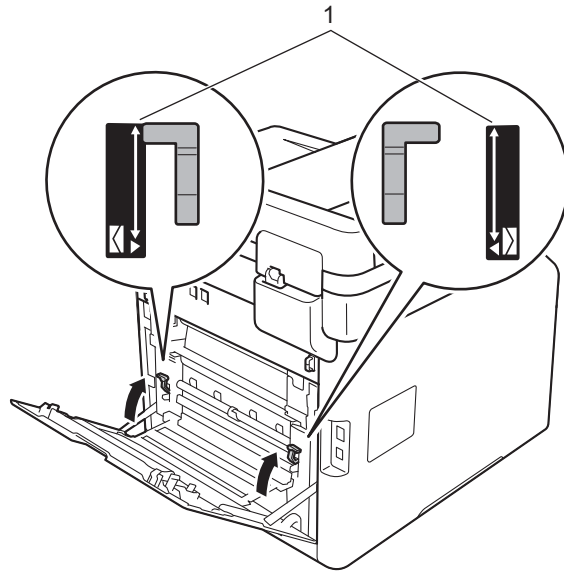
### Examples of poor print quality



**Wrinkled**

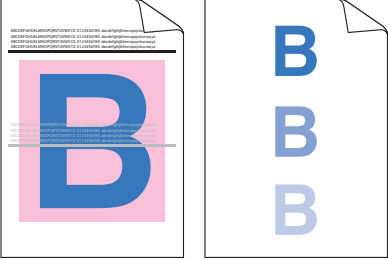
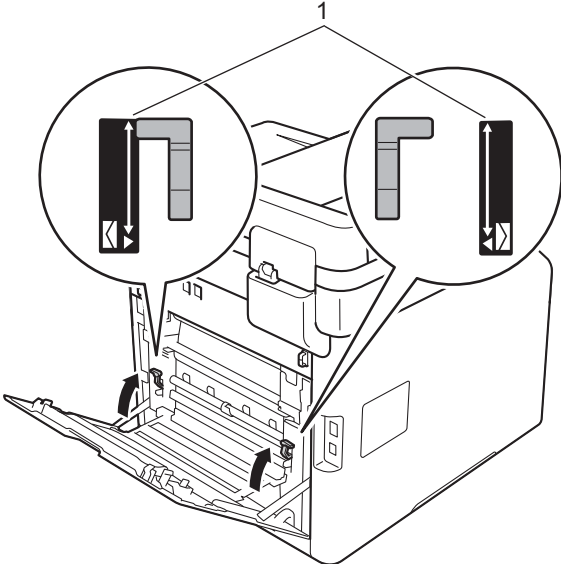
### Recommendation

- Make sure the back cover is closed correctly.
- Make sure the two grey levers inside the back cover are in the up positions (1) by lifting them up until they stop.

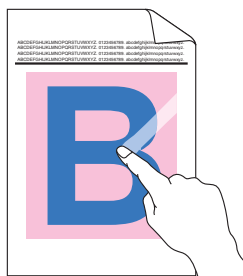


- Make sure the media type setting in the driver matches the type of paper you are using (see *Acceptable paper and other print media* on page 33).



Examples of poor print quality	Recommendation
 <p style="text-align: center;"><b>Ghost</b></p>	<ul style="list-style-type: none"> <li>■ Check the machine's environment. Conditions such as low humidity and low temperatures may cause this print quality problem (see Product Safety Guide).</li> <li>■ Make sure the media type setting in the driver matches the type of paper you are using (see <i>Acceptable paper and other print media</i> on page 33).</li> <li>■ Make sure the two grey levers inside the back cover are in the up positions (1) by lifting them up until they stop.</li> </ul>  <ul style="list-style-type: none"> <li>■ Put in a new drum unit (see <i>Replacing the drum unit</i> on page 89).</li> </ul>

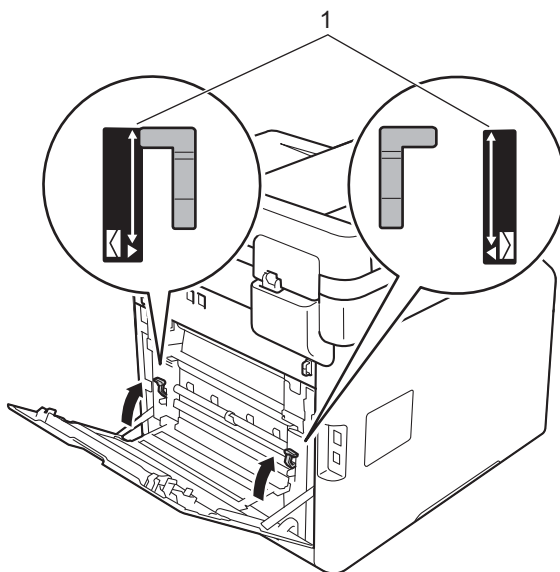
### Examples of poor print quality



Poor fixing

### Recommendation

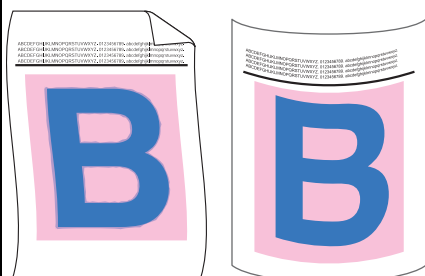
- Make sure the two grey levers inside the back cover are in the up positions (1) by lifting them up until they stop.



- Make sure the media type setting in the driver matches the type of paper you are using (see *Acceptable paper and other print media* on page 33).

- Choose **Improve Toner Fixing** mode in the printer driver (see *Software and Network User's Guide*).

If this selection does not provide enough improvement, change the printer driver setting in **Media Type** to a thick setting. If you are printing an envelope, choose **Env. Thick** in the media type setting.



Curled or wavy

- Choose **Reduce Paper Curl** mode in the printer driver (see *Software and Network User's Guide*).

If the problem is not solved, choose **Plain Paper** in the media type setting.

If you are printing an envelope, choose **Env. Thin** in the media type setting.



- If you do not use the machine often, the paper may have been in the paper tray too long. Turn over the stack of paper in the paper tray. Also, fan the paper stack and then rotate the paper 180° in the paper tray.
- Store the paper where it will not be exposed to high temperatures and high humidity.
- Open the back cover (face-up output tray) to let the printed paper exit onto the face-up output tray.

Examples of poor print quality	Recommendation
<div data-bbox="251 291 447 629" data-label="Image"> </div> <div data-bbox="244 658 454 691" data-label="Caption"> <p>Envelope Creases</p> </div>	<div data-bbox="581 262 1249 382" data-label="List-Group"> <ul style="list-style-type: none"> <li>■ Make sure the envelope levers inside the back cover are pulled down to the envelope position when you print envelopes (see <i>Loading paper in the multi-purpose tray (MP tray)</i> on page 24).</li> </ul> </div> <div data-bbox="573 407 664 440" data-label="Section-Header"> <p><b>NOTE</b></p> </div> <div data-bbox="609 442 1249 531" data-label="Text"> <p>When you have finished printing, open the back cover and reset the two grey levers back to their original positions (1) by lifting them up until they stop.</p> </div> <div data-bbox="629 562 1190 1128" data-label="Image"> </div> <div data-bbox="581 1190 1215 1277" data-label="List-Group"> <ul style="list-style-type: none"> <li>■ If creases occur with the envelope levers in the envelope position, print with the back cover opened and feed one envelope at a time from the MP tray.</li> </ul> </div>

# Machine Information

## Checking the Serial Number

You can see the machine's Serial Number on the Touchscreen.

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display Machine Info..
- 4 Press Machine Info..
- 5 Press Serial No..
- 6 The Touchscreen displays the machine's Serial Number.
- 7 Press .

## Checking the Firmware Version

You can see the machine's firmware version on the Touchscreen.

- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display Machine Info..
- 4 Press Machine Info..
- 5 Press Firmware Version.
- 6 The Touchscreen displays the machine's firmware version.
- 7 Press .

# Reset operations

The following reset functions are available:

### 1 Machine Reset

You can reset the machine partially back to its factory settings. The settings that will *not* be reset are Station ID, Address Book, Reports, Setting Lock, Secure Function Lock and the Network settings.

### 2 Network

You can reset the internal print server back to the factory settings by resetting only the network information (such as the password and IP address).

### 3 Address Book & Fax

This operation resets the following settings:

- Address Book  
(Addresses and Groups)
- Programmed fax jobs in the memory  
(Delayed Fax, Batch TX)
- Station ID  
(name and number)
- Coverpage Msg  
(comments)
- Remote Fax Options  
(Remote Access Code, Fax Storage, Fax Forwarding, PC-FAX Send, and PC-FAX Receive (Windows® only))
- Call History  
(incoming and outgoing calls)
- Report  
(Transmission Verification Report/ Fax Journal)
- Setting Lock password

### 4 All Settings

You can reset all the machine's settings quickly back to the factory default.

## 5 Factory Reset


This operation resets *all* the machine's settings back to factory default. Factory Reset takes more time than All Settings.

Brother strongly recommends you perform this operation when you dispose of the machine.

### NOTE

Unplug the interface cable before you choose Network, All Settings or Factory Reset.

## How to reset the machine


- 1 Press .
- 2 Press All Settings.
- 3 Swipe up or down, or press ▲ or ▼ to display Initial Setup.
- 4 Press Initial Setup.
- 5 Swipe up or down, or press ▲ or ▼ to display Reset.
- 6 Press Reset.
- 7 Swipe up or down, or press ▲ or ▼ to display Machine Reset, Network, Address Book & Fax, All Settings or Factory Reset, and then press the option you want.
- 8 Do one of the following;
  - To reset the settings, press Yes and go to step 9.
  - To exit without making changes, press No and go to step 10.
- 9 You will be asked to reboot the machine. Do one of the following;
  - To reboot the machine press Yes for 2 seconds. The machine will begin the reboot.
  - To exit without rebooting the machine, press No. Go to step 10.

### NOTE

If you do not reboot your machine, the reset will not finish and your settings will remain unchanged.

- 10 Press .

### NOTE

You can also reset the Network settings by pressing , All Settings, Network, Network Reset.

# C

## Settings and features tables

### Using the Settings Tables

Press the Touchscreen and Touchpanel buttons to choose the settings and options you want to set as they are displayed on the Touchscreen.




See the step-by-step Settings Tables and Features Tables for all the available choices for each setting and feature. You can use these tables to quickly set up your preferred settings in the machine.


# Settings Tables

The Settings tables will help you understand the menu settings and options that are found in the machine's programs. The factory settings are shown in Bold with an asterisk.





## (Settings)

Level 1	Level 2	Level 3	Options	Descriptions	See Page
 (Date & Time)	Date	—	—	Add the date and time on the Touchscreen and in headings of faxes you send.	19
	Time	—	—		
	Daylight Save	—	Forward Hour Backward Hour	Change to Daylight Saving Time manually.	See ♦.
	Time Zone	—	UTCXXX:XX	Set the time zone for your country.	
 (Toner)	See <i>Toner</i> on page 218.			Access the <i>Toner</i> menus.	218
Network	Wired LAN	See <i>Wired LAN</i> on page 187.		Access the Wired LAN setting menus.	187
	WLAN	See <i>WLAN</i> on page 189.		Access the WLAN setting menus.	189
Fax Preview	—	—	On Off*	View faxes you receive on the Touchscreen.	48
Wi-Fi Direct	See <i>Wi-Fi Direct</i> on page 191.			Access the Wi-Fi Direct setting menus.	191
♦ Advanced User's Guide					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Tray Setting	Paper Type	MP Tray	Thin <b>Plain Paper*</b> Thick Thicker Recycled Paper Bond Paper Label Envelope Env. Thin Env. Thick Glossy Paper	Set the type of paper in the paper tray.	30
		Tray #1	Thin <b>Plain Paper*</b> Recycled Paper		
		Tray #2 (This menu only appears if you installed Tray 2.)	Thin <b>Plain Paper*</b> Recycled Paper		
		Paper Size	MP Tray		
◆ Advanced User's Guide					
 The factory settings are shown in Bold with an asterisk.					




Level 1	Level 2	Level 3	Options	Descriptions	See Page
Tray Setting (continued)	Paper Size (continued)	Tray #1	<b>A4*</b> Letter <b>(Letter* for Philippines)</b> B5 (JIS) A5 A5 (Long Edge) A6 Executive Legal Folio	Set the size of paper in the paper tray.	30
		Tray #2 (This menu only appears if you installed Tray 2.)	<b>A4*</b> Letter <b>(Letter* for Philippines)</b> B5 (JIS) A5 Executive Legal Folio	Set the size of paper in the paper tray.	30
	Check Size	—	<b>On*</b> Off	Choose whether to display the message to check that the size of the paper in the machine matches and the machine's Paper Size setting.	
◆ Advanced User's Guide					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Tray Setting (continued)	Tray Use: Copy	—	Tray#1 Only Tray#2 Only MP Only <b>MP&gt;T1&gt;T2*</b> MP>T2>T1 T1>T2>MP T2>T1>MP (Tray#2 Only and T2 appear only if you installed Tray 2.)	Choose the tray that will be used for Copy, Fax or Print mode.	31
	Tray Use: Fax	—	Tray#1 Only Tray#2 Only MP Only MP>T1>T2 MP>T2>T1 <b>T1&gt;T2&gt;MP*</b> T2>T1>MP (Tray#2 Only and T2 appear only if you installed Tray 2.)		31
	Tray Use: Print	—	Tray#1 Only Tray#2 Only MP Only <b>MP&gt;T1&gt;T2*</b> MP>T2>T1 T1>T2>MP T2>T1>MP (Tray#2 Only and T2 appear only if you installed Tray 2.)		32
All Settings	See <i>All Settings</i> on page 177.			Select your default settings.	177
◆ Advanced User's Guide					
 The factory settings are shown in Bold with an asterisk.					



## All Settings

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
General Setup	Tray Setting	Paper Type	MP Tray	Thin <b>Plain Paper*</b> Thick Thicker Recycled Paper Bond Paper Label Envelope Env. Thin Env. Thick Glossy Paper	Set the type of paper in the paper tray.	30
			Tray #1	Thin <b>Plain Paper*</b> Recycled Paper		
			Tray #2	Thin <b>Plain Paper*</b> Recycled Paper		
◆ Advanced User's Guide						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
General Setup (continued)	Tray Setting (continued)	Paper Size	MP Tray	<b>A4*</b> Letter <b>(Letter* for Philippines)</b> B5 (JIS) B5 (ISO) A5 A5 (Long Edge) A6 Executive Legal Folio 3"x5" Com-10 Monarch C5 DL	Set the size of paper in the paper tray.	30
			Tray #1	<b>A4*</b> Letter <b>(Letter* for Philippines)</b> B5 (JIS) A5 A5 (Long Edge) A6 Executive Legal Folio		
			Tray #2	<b>A4*</b> Letter <b>(Letter* for Philippines)</b> B5 (JIS) A5 Executive Legal Folio		

◆ Advanced User's Guide







The factory settings are shown in Bold with an asterisk.


Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
General Setup (continued)	Tray Setting (continued)	Check Size	—	On* Off	Choose whether to display the message to check that the size of the paper in the machine matches and the machine's Paper Size setting.	30
		Tray Use: Copy	—	Tray#1 Only Tray#2 Only MP Only <b>MP&gt;T1&gt;T2*</b> MP>T2>T1 T1>T2>MP T2>T1>MP  (Tray#2 Only and T2 appear only if you installed Tray 2.)	Choose the tray that will be used for Copy, Fax or Print mode.	31
		Tray Use: Fax	—	Tray#1 Only Tray#2 Only MP Only MP>T1>T2 MP>T2>T1 <b>T1&gt;T2&gt;MP*</b> T2>T1>MP  (Tray#2 Only and T2 appear only if you installed Tray 2.)		31
		Tray Use: Print	—	Tray#1 Only Tray#2 Only MP Only <b>MP&gt;T1&gt;T2*</b> MP>T2>T1 T1>T2>MP T2>T1>MP  (Tray#2 Only and T2 appear only if you installed Tray 2.)		32


## ◆ Advanced User's Guide



The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
General Setup (continued)	Volume	Ring	—	Off Low <b>Med*</b> High	Adjust the ring volume.	21
		Beep	—	Off <b>Low*</b> Med High	Adjust the beeper volume.	21
		Speaker	—	Off Low <b>Med*</b> High	Adjust the speaker volume.	21
	LCD Settings	Backlight	—	<b>Light*</b> Med Dark	Adjust the brightness of the Touchscreen backlight.	See  .
		Dim Timer	—	<b>Off*</b> 10Secs 20Secs 30Secs	Set how long the Touchscreen backlight stays on for after the last button press.	
	Button Settings	Home Button Settings	—	<b>Home*</b> More1 More2	Set the screen that is displayed when you press Home (  ) on the Touchpanel.	12
	Ecology	Toner Save	—	On <b>Off*</b>	Increase the page yield of the toner cartridge.  If your machine has been set to Toner Save On, you cannot set Quiet Mode to On.	See  .
		Sleep Time	—	Range varies depending on the model.  <b>3 Mins*</b>	Conserve power.	
	◆ Advanced User's Guide					
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
<b>General Setup</b> (continued)	<b>Ecology</b> (continued)	<b>Quiet Mode</b>	—	On <b>Off*</b>	Decrease printing noise.  If your machine has been set to <b>Quiet Mode On</b> , you cannot set <b>Toner Save</b> to On.	See <b>◆</b> .
		<b>Setting Lock</b>	<b>Set Password</b>	—	Verify:	
	<b>Lock Off→On</b>		—	—		
<b>Shortcut Settings</b>	(Choose shortcut button.)	<b>Edit Shortcut Name</b>	—	—	Change the shortcut name.	18
		<b>Delete</b>	—	—	Delete the shortcut.	19
◆ Advanced User's Guide						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Fax	Setup Receive	Receive Mode	—	<b>Fax*</b> Fax/Tel External TAD Manual	Choose the receive mode that best suits your needs.	43
		Ring Delay	—	(2 - 10) <b>2*</b> (Example for the Australia)	Set the number of rings before the machine answers in Fax or Fax/Tel mode.	46
		F/T Ring Time	—	20Secs <b>30Secs*</b> 40Secs 70Secs (For New Zealand) 20Secs <b>30Secs*</b> 40Secs 55Secs	Set the length of the fast double-ring time in Fax/Tel mode.	46
		Fax Preview	—	On <b>Off*</b>	View faxes you receive on the Touchscreen.	48
		Fax Detect	—	<b>On*</b> Off	Receive fax messages automatically when you answer a call and hear fax tones.	47
		Remote Codes	—	<b>Remote Codes (Options)</b> On <b>Off*</b> Act.Code (*51) Deact.Code (#51) (*91, #91 for New Zealand)	Allow you to answer all calls at an extension or external phone and use codes to turn the machine on or off. You can personalize these codes.	61
		Auto Reduction	—	<b>On*</b> Off	Reduce the size of incoming faxes.	See  .

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The factory settings are shown in Bold with an asterisk.



Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Fax (continued)	Setup Receive (continued)	PC Fax Receive	—	On <b>Off*</b>	Set the machine to send faxes to your computer.	51
			(Backup Print)	On <b>Off*</b>	If you chose On, you can turn on the Backup Print safety feature.	
		Memory Receive	—	<b>Off*</b> Fax Forward Fax Storage	Set the machine to forward fax messages, to store incoming faxes in the memory (so you can retrieve them while you are away from your machine).	See ◆.
			(Backup Print)	On <b>Off*</b>	If you chose Fax Forward, you can turn on the Backup Print safety feature.	
		Fax Rx Stamp	—	On* Off	Print the received time and date on the top of the received faxes.	
	2-sided	—	On <b>Off*</b>	Print received faxes on both sides of the paper.		
	Setup Send	Batch TX	—	On <b>Off*</b>	Combine delayed faxes going to the same fax number at the same time of day into one transmission.	
		Coverpage Setting	Print Sample	—	Print a sample of the fax cover page. You can fill in information and fax it with your document.	
			Coverpage Note	—	Set up your own comments for the fax cover page.	
		Auto Redial	—	On* Off	Redial maximum three times, after five minutes.	63
		Destination	—	<b>Display*</b> Hidden	Set the machine to display the destination information on the Touchscreen during fax sending.	See ◆.

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The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page		
Fax (continued)	Report Setting	Transmission	—	On On+Image <b>Off*</b> Off+Image No Report	Choose the initial setup for the Transmission Verification Report.	42		
		Journal Period	Journal Period	Off	Set the interval for automatic printing of the Fax Journal.  If you select other than <b>Off</b> or <b>Every 50 Faxes*</b> , you can set the time for the option.  If you select <b>Every 7 Days</b> , you can also set the day of the week.	See ◆.		
				<b>Every 50 Faxes*</b>				
				Every 6 Hours Every 12 Hours Every 24 Hours Every 2 Days Every 7 Days				
				Time	—			
				Day	<b>Every Monday*</b> Every Tuesday Every Wednesday Every Thursday Every Friday Every Saturday Every Sunday			
				Print Document	—	—	Print incoming faxes that are stored in the memory.	
				Remote Access	—	---*	Set your own code for Remote Retrieval.	
	Dial Restriction	Dial Pad	—	Enter # Twice On <b>Off*</b>	Set the machine to restrict dialling when using the dial pad.			
Address Book		—	Enter # Twice On <b>Off*</b>	Set the machine to restrict the dialling when using the Address Book.				

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The factory settings are shown in Bold with an asterisk.


Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Fax (continued)	Dial Restriction (continued)	Shortcuts	—	Enter # Twice On <b>Off*</b>	Set the machine to restrict the dialling when using a Shortcut.	See  .
		LDAP Server	—	Enter # Twice On <b>Off*</b>	Set the machine to restrict the dialling of LDAP server numbers.	
	Remaining Jobs	—	—	—	Check which scheduled jobs are in the memory and cancel selected jobs.	
	Miscellaneous	Distinctive (Not available in New Zealand)	—	On <b>Off*</b>	Use with telephone company distinctive ringing service allows you to have a voice number and fax number on the one telephone line.	53 57
		FaxAbility (For New Zealand)	—	On <b>Off*</b>	If you have FaxAbility from Telecom, you can use this function to store the ringing pattern of your fax number. And if you set in to ON, you should use the registered number only.	55
	Call Waiting (For New Zealand)	—	On <b>Off*</b>	If you have Call Waiting service, you can use this function to answer second call when you are on the phone and someone rings you.	55	
◆ Advanced User's Guide						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Printer	Emulation	—	—	<b>Auto*</b> HP LaserJet BR-Script 3	Choose the emulation mode.	See +.
	Print Options	Internal Font	—	HP LaserJet BR-Script 3	Print a list of the machine's internal fonts.	
		Test Print	—	—	Print a test page.	
	2-sided	—	—	<b>Off*</b> Long Edge Short Edge	Enable or disable 2-sided printing and choose long edge or short edge.	
	Auto Continue	—	—	<b>On*</b> Off	Select this setting if you want the machine to clear paper size errors and to use the paper in the tray.	
	Output Colour	—	—	<b>Auto*</b> Colour Black and White	Choose colour or black & white for printed documents. If you choose Auto, the machine selects an appropriate option for the document (colour or black & white).	
	Reset Printer	—	—	Yes No	Restore the printer settings to the factory settings.	
	Colour Correction	Calibration	<b>Calibrate</b>	Yes No	Adjust the colour density.	124
			<b>Reset</b>	Yes No	Return the colour calibration to the factory settings.	
		Registration	—	Yes No	Adjust the print position of each colour.	125
Auto Correction		—	<b>On*</b> Off	Choose whether to carry out the colour calibration and registration.	125	

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The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network †	Wired LAN	TCP/IP	BOOT Method	—	<b>Auto*</b> Static RARP BOOTP DHCP	Choose the BOOT method that best suits your needs.
			(IP Boot Tries)		<b>3*</b> [00000-32767]	Specify the number of attempts the machine will try to obtain an IP address when the BOOT Method is set to any setting except Static.
			IP Address	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
			Subnet Mask	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
			Gateway	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
			Node Name	—	BRNXXXXXXXXX XXX	Enter the Node name (up to 32 characters).
			WINS Configuration	—	<b>Auto*</b> Static	Choose the WINS configuration mode.
			WINS Server	<b>Primary</b>	[000-255]. [000-255]. [000-255]. [000-255]	Specify the IP address of the primary or secondary WINS server.
	<b>Secondary</b>	[000-255]. [000-255]. [000-255]. [000-255]				
† Software and Network User's Guide ● Visit the Brother Solutions Center to download the Web Connect Guide at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> .						
 The factory settings are shown in Bold with an asterisk.						


Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network † (continued)	Wired LAN (continued)	TCP/IP (continued)	DNS Server	Primary	[000-255]. [000-255]. [000-255]. [000-255]	Specify the IP address of the primary or secondary DNS server.
				Secondary	[000-255]. [000-255]. [000-255]. [000-255]	
			APIPA	—	On* Off	Automatically allocate the IP address from the link-local address range.
			IPv6	—	On Off*	Enable or disable the IPv6 protocol. If you want to use the IPv6 protocol, visit <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> for more information.
		Ethernet	—	—	Auto* 100B-FD 100B-HD 10B-FD 10B-HD	Choose the Ethernet link mode.
		Wired Status	—	—	Active 100B-FD Active 100B-HD Active 10B-FD Active 10B-HD Inactive Wired OFF	You can see the current wired status.
		MAC Address	—	—	—	View the MAC address of the machine.
		Set to Default	—	—	Yes No	Restore the wired network setting to the factory setting.
		Wired Enable	—	—	On* Off	Enable or disable the Wired LAN manually.


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The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	WLAN	TCP/IP	<b>BOOT Method</b>	—	<b>Auto*</b> Static RARP BOOTP DHCP	Choose the BOOT method that best suits your needs.
			(IP Boot Tries)	—	<b>3*</b> [00000-32767]	Specify the number of attempts the machine will try to obtain an IP address when the BOOT Method is set to any setting except Static.
			<b>IP Address</b>	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the IP address.
			<b>Subnet Mask</b>	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Subnet mask.
			<b>Gateway</b>	—	[000-255]. [000-255]. [000-255]. [000-255]	Enter the Gateway address.
			<b>Node Name</b>	—	BRWXXXXXXXXXX XXX	Enter the Node name (up to 32 characters).
			<b>WINS Configuration</b>	—	<b>Auto*</b> Static	Choose the WINS configuration mode.
			<b>WINS Server</b>	<b>Primary</b>	[000-255]. [000-255]. [000-255]. [000-255]	Specify the IP address of the primary or secondary WINS server.
	<b>Secondary</b>	[000-255]. [000-255]. [000-255]. [000-255]				
<p>+ Software and Network User's Guide</p> <p>● Visit the Brother Solutions Center to download the Web Connect Guide at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a>.</p>						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions	
Network † (continued)	WLAN (continued)	TCP/IP (continued)	DNS Server	Primary	[000-255]. [000-255]. [000-255]. [000-255]	Specify the IP address of the primary or secondary DNS server.	
				Secondary	[000-255]. [000-255]. [000-255]. [000-255]		
			APIPA	—	On* Off	Automatically allocate the IP address from the link-local address range.	
			IPv6	—	On Off*	Enable or disable the IPv6 protocol. If you want to use the IPv6 protocol, visit <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> for more information.	
			WLAN Assistant	—	—	—	(Windows® only) You can configure your wireless network settings using the Brother CD-ROM.
			Setup Wizard	—	—	—	You can configure your internal print server.
			WPS/AOSS	—	—	—	You can configure your wireless network settings using the one-button push method.
			WPS w/ PIN Code	—	—	—	You can configure your wireless network settings using WPS with a PIN code.
† Software and Network User's Guide ● Visit the Brother Solutions Center to download the Web Connect Guide at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> .							
 The factory settings are shown in Bold with an asterisk.							



Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	WLAN (continued)	WLAN Status	Status	—	Active (11b) Active (11g) Active (11n) Wired LAN Active WLAN Off AOSS Active Connection Failed	You can see the current wireless network status.
			Signal	—	Strong Medium Weak None	You can see the current wireless network signal strength.
			SSID	—	—	You can see the current SSID.
			Comm. Mode	—	Ad-hoc Infrastructure None	You can see the current Communication Mode.
		MAC Address	—	—	—	View the MAC address of the machine.
		Set to Default	—	—	Yes No	Restore the wireless network settings to factory setting.
		WLAN Enable	—	—	On <b>Off*</b>	Enable or disable the wireless LAN manually.
	Wi-Fi Direct	Push Button	—	—	—	You can easily configure your Wi-Fi Direct network settings using the one-button push method.
			PIN Code	—	—	—

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The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions	
Network + (continued)	Wi-Fi Direct (continued)	Manual	—	—	—	You can manually configure your Wi-Fi Direct network settings.	
		Group Owner	—	—	On Off	Set your machine as the Group Owner.	
		Device Information	Device Name	—	—	—	You can see the device name of your machine.
			SSID	—	—	(My SSID) (Connected to other party's SSID) Not Connected	View the SSID of the Group Owner. When the machine is not connected, the Touchscreen displays Not Connected.
			IP Address	—	—	—	You can see the current IP Address of your machine.
		Status Information	Status	—	—	G/O Active (**) Client Active Not Connected Off Wired LAN Active ** = the number of devices	You can see the current Wi-Fi Direct network status.
			Signal	—	—	Strong Medium Weak None	You can see the current Wi-Fi Direct network signal strength. When your machine acts as the Group Owner, the Touchscreen always displays Strong.
		I/F Enable	—	—	On <b>Off*</b>	Enable or disable the Wi-Fi Direct connection.	

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The factory settings are shown in Bold with an asterisk.


Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions	
Network + (continued)	NFC	—	—	—	On* Off	You can use card authentication by touching the IC card to the NFC Reader on the control panel.	
	E-mail/IFAX (MFC-L8600CDW is supported only after IFAX is downloaded)	Mail Address	—	—	—	—	Enter the mail address (up to 60 characters).
			Setup Server	SMTP	Server	[000-255]. [000-255]. [000-255]. [000-255]	Enter the SMTP server address, or name (up to 64 characters).
		Name					
		Port			25* [1-65535]	Enter the SMTP port number.	
		Auth. for SMTP			None* SMTP-AUTH	Select the Security method for E-mail notification.	
		SSL/TLS		None* SSL TLS	Send or receive an E-mail via an E-mail server that requires secure SSL/TLS communication.		
				Verify Cert.	On Off*	Verify the SMTP Server Certificate automatically.	
		POP3/IMAP4		Protocol	POP3* IMAP4	Choose POP3 or IMAP4 for receiving E-mails.	
				Server	[000-255]. [000-255]. [000-255]. [000-255]	Enter POP3 or IMAP4 server address, or name (up to 64 characters).	
			Port	110* [1-65535]	Enter POP3 or IMAP4 port number.		
			Mailbox Name	—	Enter the mail box name (up to 60 characters).		
			Mailbox Password	—	Enter the password to log in to the POP3 or IMAP4 server (up to 32 characters).		


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The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network + (continued)	E-mail/IFAX (MFC-L8600CDW is supported only after IFAX is downloaded) (continued)	Setup Server (continued)	POP3/IMAP4 (continued)	Select Folder	Default (Inbox)* Specified	Choose the mail folder. If you choose Specified, enter the folder name (up to 60 characters).
				SSL/TLS	None* SSL TLS	You can send or receive an E-mail via an E-mail server that requires secure SSL/TLS communication.
				Verify Cert.	On Off*	Verify the POP3 or IMAP4 Server Certificate automatically.
				APOP	On Off*	Enable or disable APOP.
		Setup Mail RX	Auto Polling	Auto Polling	On* Off	Automatically check the server for new messages.
				Poll Frequency (When Auto Polling is set to On.)	1Min 3Mins 5Mins 10Mins* 30Mins 60Mins	Set the interval for checking for new messages on the server.
			Header	—	All Subject+From +To None*	Select the contents of the mail header to be printed.
			Del/Read Error Mail	—	On* Off	The POP3 server deletes error mails automatically. The IMAP4 server deletes error mails automatically after you read them.
			Notification	—	On MDN Off*	Receive notification messages.
			<p>+ Software and Network User's Guide</p> <p>● Visit the Brother Solutions Center to download the Web Connect Guide at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a>.</p>			
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Level 5	Options	Descriptions
Network † (continued)	E-mail/IFAX (MFC-L8600CDW is supported only after IFAX is downloaded) (continued)	Setup Mail TX	Sender Subject	—	Internet Fax Job*	Display the subject that is attached to the Internet Fax data.
			Size Limit	—	On Off*	Limit the size of E-mail documents.
			Notification	—	On Off*	Send notification messages.
		Setup Relay	Relay Broadcast	—	On Off*	Relay a document to another fax machine.
			Relay Domain	—	—	Register the Domain name.
			Relay Report	—	On Off*	Print the Relay Broadcast Report.
		Manual Receive	—	—	—	Manually check the POP3 or IMAP4 server for new messages.
	Web Connect Settings ●	Proxy Settings	Proxy Connection	—	On Off*	You can change the Web connection settings.
			Address	—	—	
			Port	—	8080*	
			User Name	—	—	
			Password	—	—	
	Fax to Server (MFC-L8600CDW is supported only after IFAX is downloaded)	Fax to Server	—	—	On Off*	You can store a prefix/suffix address in the machine and can send a document from a fax server system.
		Prefix	—	—	—	
		Suffix	—	—	—	
	Security	IPsec	—	—	On Off*	Enable or disable IPsec.
	Network Reset	—	—	—	Yes No	Restore all network settings to the factory settings.
† Software and Network User's Guide ● Visit the Brother Solutions Center to download the Web Connect Guide at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a> .						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Print Reports	XMIT Verify	View on LCD	—	Display and print a Transmission Verification Report for your last transmission.	See ◆.
		Print Report	—		
	Address Book	—	—	List names and numbers stored in the Address Book.	
	Fax Journal	—	—	List information about your last 200 incoming and outgoing faxes. (TX means Transmit. RX means Receive.)	
	User Settings	—	—	List your settings.	
	Printer Settings	—	—	List your Printer settings.	
	Network Configuration	—	—	List your Network settings.	
	Drum Dot Print	—	—	Print the Drum Dot Check Sheet.	117
WLAN Report	—	—	Print the result of wireless LAN connectivity diagnosis.	See +.	
◆ Advanced User's Guide					
+ Software and Network User's Guide					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Machine Info.	Serial No.	—	—	Check the serial number of your machine.	170
	Firmware Version	Main Version	—	Check the firmware version of your machine.	170
		Sub1 Version	—		
		Sub2 Version	—		
		Sub4 Version	—		
	Page Counter	Total	Colour Black and White	Check the number of total colour or monochrome pages the machine has printed during its life.	See ♦.
		Fax/List	Colour Black and White		
		Copy	Colour Black and White		
		Print	Colour Black and White		
	Parts Life	Drum	—	Check the remaining life of a machine part.	
		Belt Unit	—		
		Fuser	—		
		Laser Unit	—		
		PF Kit MP	—		
PF Kit 1		—			
Reset Menu (Appears only when the drum unit or belt unit has exceeded its rated life.)	Drum	—	Reset the drum unit life. Appears when you replace the drum unit.	95	
	Belt Unit	—	Reset the belt unit life. Appears when you replace the belt unit.	100	
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	The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Initial Setup	Date & Time	Date	—	Add the date and time on the Touchscreen and in the headings of faxes you send.	19
		Time	—		
		Daylight Save	Forward Hour Backward Hour	Change to Daylight Saving Time manually.	See ◆.
		Time Zone	UTCXXX:XX	Set the time zone for your country.	
	Station ID	Fax	—	Set up your name and fax number to appear on each page you fax.	20
		Tel	—		
		Name	—		
	Tone/Pulse (Not available in New Zealand)	—	Tone* Pulse	Choose the dialling mode.	See ◆.
	Dial Tone	—	Detection No Detection*	You can shorten the dial tone detect pause.	158
	Dial Prefix	—	On Off*	Sets a prefix number that will always be added before the fax number every time you dial.	See ◆.
	Compatibility	—	High* Normal Basic (for VoIP)	Adjust the equalization for transmission difficulties.  VoIP service providers offer fax support using various standards. If you regularly experience fax transmission errors, choose Basic (for VoIP).	158
	Reset	Machine Reset	Yes	Restore the machine settings to the factory settings except for network settings, station ID and Address Book.	170
			No		
			Yes	Restore all network settings to the factory settings.	
			No		
Yes			Erase all stored phone numbers and fax settings.		
No					
Yes	Restore all the machine's settings quickly to the factory defaults.				
No					
Factory Reset	Yes	Restore all the machine's settings to the factory defaults. Perform this operation when you dispose of your machine.			
	No				

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‡ Quick Setup Guide




The factory settings are shown in Bold with an asterisk.



# Features Tables



## Fax (When Fax Preview is Off)

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Redial/Pause	—	—	—	Redial the last number called. When you are entering a fax or telephone number on the Touchpanel, Redial changes to Pause on the Touchscreen. Press Pause if you need a delay while dialing numbers, such as access codes and credit card numbers. You can also store a pause when you set up addresses.	—
Hook	—	—	—	Press before dialing when you want to listen to make sure a fax machine has answered, and then press <b>Fax Start</b> .	—
Address Book	 (Search:)	—	—	Search within the Address Book.	63
	Edit	—	Add New Address	Store Address Book numbers, so you can dial by pressing Address Book on the Touchscreen (and <b>Fax Start</b> ).	64
		—	Setup Groups	Set up Group numbers for Broadcasting.	See <b>◆</b> .
		—	Change	Change Address Book numbers.	65 and see <b>◆</b> .
	—	Delete	Delete Address Book numbers.	65 and see <b>◆</b> .	
—	—	<b>Apply</b>	—	Start sending a fax using the address book.	63 and see <b>◆</b> .

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The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Call History	Outgoing Call	<b>Edit</b>	Add to Address Book Delete	Choose a number from the Outgoing Call history and then send a fax to it, add it to Address Book, or delete it.	See <b>◆</b> .
		<b>Apply</b>	—		
Fax Start	—	—	—	Send a fax.	—
Options	<b>Fax Resolution</b>	—	<b>Standard*</b> Fine S.Fine Photo	Set the resolution for outgoing faxes.	See <b>◆</b> .
	<b>2-sided Fax</b> (MFC-L8850CDW and MFC-L9550CDW)	—	<b>Off*</b> 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Set the 2-sided scanning format.	
	<b>Contrast</b>	—	<b>Auto*</b> Light Dark	Change the lightness or darkness of faxes you send.	
	<b>Broadcasting</b>	<b>Add Number</b>	Add Number Add from Address book Search in Address book	Send the same fax message to more than one fax number.	
	<b>Delayed Fax</b>	<b>Delayed Fax</b>	On <b>Off*</b>	Set the time of day that delayed faxes will be sent.	
		<b>Set Time</b>	—		
	<b>Real Time TX</b>	—	On <b>Off*</b>	Send a fax without using the memory.	
	<b>Coverpage Setup</b>	<b>Coverpage Setup</b>	On <b>Off*</b>	Automatically send a cover page you programmed.	
<b>Coverpage Note</b>		1.Note Off 2.Please Call 3.Urgent 4.Confidential 5. 6.			
<b>Total Pages</b>		—			

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The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Options (continued)	Overseas Mode	—	On <b>Off*</b>	If you are having difficulty sending faxes overseas, set this to On.	See <b>◆</b> .
	Glass Scan Size	—	Letter <b>(Letter* for Philippines)</b> <b>A4*</b> Legal/Folio (MFC-L8850CDW and MFC-L9550CDW)	To fax a Letter, Legal or Folio size document, you must change the Glass Scan Size setting.	41
	Set New Default	—	Fax Resolution Contrast Glass Scan Size Real Time TX Coverpage Setup Overseas Mode <b>(Options)</b> Yes No	Save your fax settings as the default settings.	See <b>◆</b> .
	Factory Reset	—	Yes No	Restore all the fax settings you changed back to the factory settings.	
Save as Shortcut	—	—	Address Fax Resolution 2-sided Fax <b>(MFC-L8850CDW and MFC-L9550CDW)</b> Contrast Broadcasting Real Time TX Coverpage Setup Overseas Mode Glass Scan Size	Register the current settings as a shortcut.	


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The factory settings are shown in Bold with an asterisk.





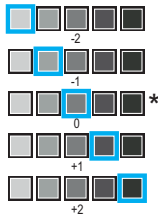
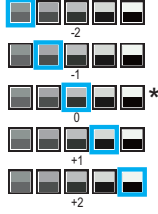
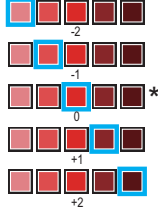
## Fax (When Fax Preview is On)

Level 1	Level 2	Level 3	Options	Descriptions	See Page
<b>Sending Faxes</b>	See <i>Fax (When Fax Preview is Off)</i> on page 199.				
<b>Received Faxes</b>	<b>Print/Delete</b>	<b>Print All (New Faxes)</b>	—	Print the new received faxes.	49
		<b>Print All (Old Faxes)</b>	—	Print the old received faxes.	
		<b>Delete All (New Faxes)</b>	—	Delete the new received faxes.	
		<b>Delete All (Old Faxes)</b>	—	Delete the old received faxes.	
<b>Address Book</b>	See <i>Fax (When Fax Preview is Off)</i> on page 199.				
<b>Call History</b>	See <i>Fax (When Fax Preview is Off)</i> on page 199.				
◆ Advanced User's Guide					
 The factory settings are shown in Bold with an asterisk.					



## Copy

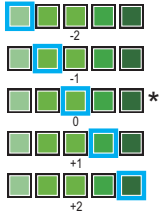
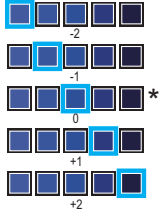

Level 1	Level 2	Level 3	Options	Descriptions	See Page
<b>Mono Start</b>	—	—	—	Make a monochrome copy.	—
<b>Colour Start</b>	—	—	—	Make a colour copy.	
<b>Receipt</b> <b>Normal</b> <b>2in1 (ID)</b> <b>2in1</b> <b>2-sided (1⇒2)</b> <b>2-sided (2⇒2)</b> (MFC-L8850CDW and MFC-L9550CDW) <b>Paper Save</b>	—	—	—	Choose the desired settings from the preset items.	67
<b>Options</b>	<b>Quality</b>	—	<b>Auto*</b> Text Photo Receipt  (When you select 2in1 (ID) in Page Layout) <b>Auto*</b> Lighter	Choose the Copy resolution for your type of document.	See  .
	<b>Enlarge/Reduce</b>	<b>100%*</b>	—	—	
		<b>Enlarge</b>	200% 141% A5⇒A4 104% EXE⇒LTR	Choose an enlargement ratio for the next copy.	
		<b>Reduce</b>	97% LTR⇒A4 94% A4⇒LTR 91% Full Page 85% LTR⇒EXE 83% LGL⇒A4 78% LGL⇒LTR 70% A4⇒A5 50%	Choose a reduction ratio for the next copy.	
◆ Advanced User's Guide					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Options (continued)	Enlarge/Reduce (continued)	Custom (25-400%)	—	You can choose the enlargement or reduction ratio for the next copy.	See ◆.
	Density	—		Adjust the Density for copies.  When you choose 2in1 (ID) from the preset items, the default setting is +1.	
	Contrast	—		Adjust the contrast for copies.	
	Stack/Sort	—	<b>Stack*</b> Sort	Choose to stack or sort multiple copies.	
	Page Layout	—	<b>Off (1in1)*</b> 2in1 (P) 2in1 (L) 2in1 (ID) 4in1 (P) 4in1 (L)	Make N in 1 and 2 in 1 ID copies.	
	Colour Adjust	Red		Adjust the red colour for copies.	

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The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Options (continued)	Colour Adjust (continued)	<b>Green</b>		Adjust the green colour for copies.	See <b>◆</b> .
		<b>Blue</b>		Adjust the blue colour for copies.	
	<b>2-sided Copy</b> (MFC-L8600CDW)	—	<b>Off*</b> 1-sided⇒2-sided Long Edge Flip 1-sided⇒2-sided Short Edge Flip	Enable or disable 2-sided copying and choose long edge or short edge.	
	<b>2-sided Copy</b> (MFC-L8850CDW and MFC-L9550CDW)	—	<b>Off*</b> 2-sided⇒2-sided 1-sided⇒2-sided Long Edge Flip 2-sided⇒1-sided Long Edge Flip 1-sided⇒2-sided Short Edge Flip 2-sided⇒1-sided Short Edge Flip		
◆ Advanced User's Guide					
 The factory settings are shown in Bold with an asterisk.					

Level 1	Level 2	Level 3	Options	Descriptions	See Page
Options (continued)	2-sided Copy Page Layout (MFC-L8850CDW and MFC-L9550CDW)	—	<b>LongEdge</b> ⇒ <b>LongEdge*</b>  LongEdge⇒ ShortEdge  ShortEdge⇒ LongEdge  ShortEdge⇒ ShortEdge	Choose a page layout option when you make 2-sided N in 1 copies from a 2-sided document.	See ◆.
	Tray Use	—	Tray#1 Only Tray#2 Only MP Only <b>MP&gt;T1&gt;T2*</b> MP>T2>T1 T1>T2>MP T2>T1>MP  (Tray#2 Only and T2 appear only if you installed Tray 2.)	Choose the tray that will be used for Copy mode.	
	Remove Background Colour	—	<b>Off*</b>  Low  Medium  High	Change the amount of background colour that is removed.	
	Save as Shortcut	—	Quality Enlarge/Reduce Density Contrast Stack/Sort Page Layout Red Green Blue 2-sided Copy 2-sided Copy Page Layout (MFC-L8850CDW and MFC-L9550CDW) Tray Use  Remove Background Colour	Add the current settings as a shortcut.	

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The factory settings are shown in Bold with an asterisk.





## Scan

Level 1	Level 2	Level 3	Options	Descriptions	See Page
to OCR	(PC Select)	Options	See <i>Options (to OCR)</i> on page 209.		See +.
		Save as Shortcut	(PC Select)	Add the current settings as a shortcut.	
		Start	—	Start scanning.	
to File	(PC Select)	Options	See <i>Options (to File, to Image and to E-mail)</i> on page 210.		
		Save as Shortcut	(PC Select)	Add the current settings as a shortcut.	
		Start	—	Start scanning.	
to Image	(PC Select)	Options	See <i>Options (to File, to Image and to E-mail)</i> on page 210.		
		Save as Shortcut	(PC Select)	Add the current settings as a shortcut.	
		Start	—	Start scanning.	
to USB	Options	See <i>Options (to USB)</i> on page 211.			
	Save as Shortcut	—	2-sided Scan (MFC-L8850CDW and MFC-L9550CDW)  Scan Type  Resolution  File Type  Glass Scan Size  File Name  File Size  Remove Background Colour	Add the current settings as a shortcut.	
	Start	—	—	Start scanning.	
to E-mail	(PC Select)	Options	See <i>Options (to File, to Image and to E-mail)</i> on page 210.		
		Save as Shortcut	(PC Select)	Add the current settings as a shortcut.	
		Start	—	Start scanning.	
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The factory settings are shown in Bold with an asterisk.					


Level 1	Level 2	Level 3	Options	Descriptions	See Page
to E-mail Server (MFC-L8600CDW is supported only after IFAX is downloaded)	Address Book	—	—	Choose the address of the recipient from the address book.	See +.
	Manual	—	—	Manually enter the address of the recipient.	
	OK	Options	See <i>Options (to E-mail Server)</i> on page 214.		
		Save as Shortcut	Address 2-sided Scan (MFC-L8850CDW and MFC-L9550CDW) Scan Type Resolution File Type Glass Scan Size File Size	Add the current settings as a shortcut.	
	Start	—	Start scanning.		
to FTP/SFTP	(Profile name)	Options	See <i>Options (to FTP/SFTP and to Network)</i> on page 216.		
		Save as Shortcut	(Profile name)	Add the current settings as a shortcut.	
		Start	—	Start scanning.	
to Network	(Profile name)	Options	See <i>Options (to FTP/SFTP and to Network)</i> on page 216.		
		Save as Shortcut	(Profile name)	Add the current settings as a shortcut.	
		Start	—	Start scanning.	
WS Scan (Appears if you have installed the scanner driver for your network-connected machine via Web Services.)	Scan	—	—	Scan data using the Web Service protocol.	
	Scan for E-mail	—	—		
	Scan for Fax	—	—		
	Scan for Print	—	—		

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The factory settings are shown in Bold with an asterisk.

## Options (to OCR)

Level 1	Level 2	Options	Descriptions	See Page
Options	<b>2-sided Scan</b> (MFC-L8850CDW and MFC-L9550CDW)	<b>Off*</b> 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Choose the 2-sided scan mode.	See +.
	<b>Scan Settings</b>	Set at Device <b>Set from Computer*</b>	To change settings using the Touchscreen, choose Set at Device.	
	<b>Scan Type</b> (Appears when Scan Settings is set to Set at Device.)	Colour Grey <b>Black and White*</b>	Choose the scan type for your document.	
	<b>Resolution</b> (Appears when Scan Settings is set to Set at Device.)	100 dpi <b>200 dpi*</b> 300 dpi 600 dpi	Choose the scan resolution for your document.	
	<b>File Type</b> (Appears when Scan Settings is set to Set at Device.)	<b>Text*</b> HTML RTF	Choose the file format for your document	
	<b>Scan Size</b> (Appears when Scan Settings is set to Set at Device.)	<b>A4*</b> Letter <b>(Letter* for Philippines)</b> Legal	Choose the scan size for your document.	
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 The factory settings are shown in Bold with an asterisk.				

## Options (to File, to Image and to E-mail)


Level 1	Level 2	Options	Descriptions	See Page
Options	<b>2-sided Scan</b> (MFC-L8850CDW and MFC-L9550CDW)	<b>Off*</b> 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Choose the 2-sided scan mode.	See +.
	<b>Scan Settings</b>	Set at Device <b>Set from Computer*</b>	To change settings using the Touchscreen, choose Set at Device.	
	<b>Scan Type</b> (Appears when Scan Settings is set to Set at Device.)	<b>Colour*</b> Grey Black and White	Choose the scan type for your document.	
	<b>Resolution</b> (Appears when Scan Settings is set to Set at Device.)	100 dpi <b>200 dpi*</b> 300 dpi 600 dpi	Choose the scan resolution for your document.	
	<b>File Type</b> (Appears when Scan Settings is set to Set at Device.)	(When you select Colour or Grey in Scan Type) <b>PDF*</b> JPEG  (When you select Black and White in Scan Type) <b>PDF*</b> TIFF	Choose the file format for your document.	
	<b>Scan Size</b> (Appears when Scan Settings is set to Set at Device.)	<b>A4*</b> Letter ( <b>Letter*</b> for Philippines) Legal	Choose the scan size for your document.	
	<b>Remove Background Colour</b> (Appears when Scan Settings is set to Set at Device.)	<b>Off*</b> Low Medium High	Change the amount of background colour that is removed.  This function is not available for monochrome scanning.	

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The factory settings are shown in Bold with an asterisk.

## Options (to USB)


Level 1	Level 2	Options	Descriptions	See Page
Options	<b>2-sided Scan</b> (MFC-L8850CDW and MFC-L9550CDW)	<b>Off*</b> 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Choose the 2-sided scan mode.	See +.
	<b>Scan Type</b>	<b>Colour*</b> Grey Black and White	Choose the scan type for your document.	
	<b>Resolution</b>	(When you select <b>Colour</b> in Scan Type) 100 dpi <b>200 dpi*</b> 300 dpi 600 dpi Auto  (When you select <b>Grey</b> in Scan Type) 100 dpi <b>200 dpi*</b> 300 dpi Auto  (When you select <b>Black and White</b> in Scan Type) <b>200 dpi*</b> 300 dpi 200x100	Choose the scan resolution for your document.	
+ Software and Network User's Guide				
 The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Options	Descriptions	See Page
Options (continued)	<b>File Type</b>	(When you select <b>Colour</b> or <b>Grey</b> in <b>Scan Type</b> )  <b>PDF*</b> JPEG PDF/A Secure PDF Signed PDF XPS  (When you select <b>Black and White</b> in <b>Scan Type</b> ) <b>PDF*</b> PDF/A Secure PDF Signed PDF TIFF	Choose the file format for your document.	See +.
	<b>Glass Scan Size</b>	<b>A4*</b> Letter ( <b>Letter*</b> for Philippines) Legal/Folio (MFC-L8850CDW and MFC-L9550CDW)	To scan a Letter, Legal or Folio size document, you must change the Glass Scan Size setting.	
	<b>File Name</b>	XXXXXX (Date & Year)	Enter a file name for the scanned data.	
	<b>File Size</b>	Small <b>Medium*</b> Large	Choose the file size for colour or greyscale scanning.	
	<b>Remove Background Colour</b>	<b>Off*</b> Low Medium High	Change the amount of background colour that is removed.	


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The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Options	Descriptions	See Page
Options (continued)	<b>Set New Default</b>	2-sided Scan (MFC-L8850CDW and MFC-L9550CDW)  Scan Type  Resolution  File Type  Glass Scan Size  File Size  Remove Background Colour	Save your scan settings as the default settings.	See +.
	<b>Factory Reset</b>	Yes  No	Restore all the scan settings you changed back to the factory settings.	
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 The factory settings are shown in Bold with an asterisk.				

## Options (to E-mail Server)

Level 1	Level 2	Options	Descriptions	See Page
Options	2-sided Scan (MFC-L8850CDW and MFC-L9550CDW)	<b>Off*</b> 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Choose the 2-sided scan mode.	See +.
	Scan Type	<b>Colour*</b> Grey Black and White	Choose the scan type for your document.	
	Resolution	(When you select <b>Colour</b> in Scan Type) 100 dpi <b>200 dpi*</b> 300 dpi 600 dpi Auto  (When you select <b>Grey</b> in Scan Type) 100 dpi <b>200 dpi*</b> 300 dpi Auto  (When you select <b>Black and White</b> in Scan Type) <b>200 dpi*</b> 300 dpi 200x100	Choose the scan resolution for your document.	
+ Software and Network User's Guide				
 The factory settings are shown in Bold with an asterisk.				




Level 1	Level 2	Options	Descriptions	See Page
Options (continued)	<b>File Type</b>	(When you select <b>Colour</b> or <b>Grey</b> in <b>Scan Type</b> )  <b>PDF*</b> JPEG PDF/A Secure PDF Signed PDF XPS  (When you select <b>Black and White</b> in <b>Scan Type</b> ) <b>PDF*</b> PDF/A Secure PDF Signed PDF TIFF	Choose the file format for your document.	See +.
	<b>Glass Scan Size</b>	<b>A4*</b> Letter ( <b>Letter*</b> for Philippines) Legal/Folio (MFC-L8850CDW and MFC-L9550CDW)	To scan a Letter, Legal or Folio size document, you must change the Glass Scan Size setting.	
	<b>File Size</b>	Small <b>Medium*</b> Large	Choose the file size for colour or greyscale scanning.	
	<b>Set New Default</b>	2-sided Scan (MFC-L8850CDW and MFC-L9550CDW)  Scan Type Resolution File Type Glass Scan Size File Size	Save your scan settings as the default settings.	
	<b>Factory Reset</b>	Yes No	Restore all the scan settings you changed back to the factory settings.	

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The factory settings are shown in Bold with an asterisk.

## Options (to FTP/SFTP and to Network)

Level 1	Level 2	Options	Descriptions	See Page
Options	2-sided Scan (MFC-L8850CDW and MFC-L9550CDW)	<b>Off*</b> 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Choose the 2-sided scan mode.	See +.
	Scan Type	<b>Colour*</b> Grey Black and White	Choose the scan type for your document.	
	Resolution	(When you select <b>Colour</b> in Scan Type) 100 dpi <b>200 dpi*</b> 300 dpi 600 dpi Auto  (When you select <b>Grey</b> in Scan Type) 100 dpi <b>200 dpi*</b> 300 dpi Auto  (When you select <b>Black and White</b> in Scan Type) <b>200 dpi*</b> 300 dpi 200x100	Choose the scan resolution and file format for your document.	
+ Software and Network User's Guide				
 The factory settings are shown in Bold with an asterisk.				

Level 1	Level 2	Options	Descriptions	See Page
Options (continued)	<b>File Type</b>	(When you select <b>Colour</b> or <b>Grey</b> in <b>Scan Type</b> ) <b>PDF*</b> JPEG PDF/A Secure PDF Signed PDF XPS  (When you select <b>Black</b> and <b>White</b> in <b>Scan Type</b> ) <b>PDF*</b> PDF/A Secure PDF Signed PDF TIFF	Choose the scan resolution and file format for your document.	See +.
	<b>Glass Scan Size</b>	<b>A4*</b> Letter ( <b>Letter*</b> for Philippines) Legal/Folio (MFC-L8850CDW and MFC-L9550CDW)	To scan a Letter, Legal or Folio size document, you must change the Glass Scan Size setting.	
	<b>File Name</b>	<b>BRNXXXXXXXXXXXX*</b> Estimate Report Order sheet Contract sheet Check Receipt <Manual>	Choose preset file names. If you choose <Manual>, you can name the file as you like.  "XXXXXXXXXXXX" is your machine's MAC Address/Ethernet Address.	
	<b>File Size</b>	Small <b>Medium*</b> Large	Choose the file size for colour or greyscale scanning.	
	<b>Remove Background Colour</b>	<b>Off*</b> Low Medium High	Change the amount of background colour that is removed.	
	<b>User Name</b>	—	Enter the user name.	


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The factory settings are shown in Bold with an asterisk.




## Toner

Level 1	Level 2	Options	Descriptions	See Page
<b>Toner Life</b>	—	—	View the approximate remaining toner life for each colour.	See <b>◆</b> .
<b>Test Print</b>	—	—	Print the Test Print page.	
<b>Calibration</b>	<b>Calibrate</b>	Yes No	Adjust the colour density or reset calibration to the factory settings.	124
	<b>Reset</b>	Yes No		
<b>Registration</b>	—	Yes No	Adjust the print position of each colour automatically.	125
◆ Advanced User's Guide				
 The factory settings are shown in Bold with an asterisk.				



## Wi-Fi Setup

Level 1	Level 2	Options	Descriptions	See Page
<b>Setup Wizard</b>	—	—	Configure your internal print server.	See <b>+</b> .
<b>WPS/AOSS</b>	—	—	Easily configure your wireless network settings using the one-button push method.	
<b>WLAN Assistant</b>	—	—	Configure the Wi-Fi settings using a computer.	
+ Software and Network User's Guide				
 The factory settings are shown in Bold with an asterisk.				

 Shortcuts **Shortcuts**

Level 1	Level 2	Level 3	Options	Descriptions	See Page
<b>Add Shortcut</b>	<b>Copy</b>	<b>Receipt</b>	See <i>Copy</i> on page 203.	Choose the desired settings from the preset items.	13
		<b>Normal</b>			
		<b>2in1 (ID)</b>			
		<b>2in1</b>			
		<b>2-sided (1→2)</b>			
		<b>2-sided (2→2)</b> (MFC-L8850CDW and MFC-L9550CDW)			
		<b>Paper Save</b>			
	<b>Fax</b>	<b>Address</b>	—	Store fax numbers, so you can dial by pressing this shortcut.	14
		<b>Fax Resolution</b>	Standard Fine S.Fine Photo	Set the resolution for outgoing faxes.	14
		<b>2-sided Fax</b> (MFC-L8850CDW and MFC-L9550CDW)	Off 2-sided Scan: Long Edge 2-sided Scan: Short Edge	Choose the 2-sided fax scan mode.	14
		<b>Contrast</b>	Auto Light Dark	Change the lightness or darkness of faxes you send.	14
		<b>Broadcasting</b>	Add Number (Options) Add Number Add from Address book Search in Address book	You can send the same fax message to more than one fax number.	14
		<b>Real Time TX</b>	On Off	Send a fax without using the memory.	14
		<b>Coverpage Setup</b>	Coverpage Setup Coverpage Note Total Pages	Automatically send a cover page you programmed.	14
<b>Overseas Mode</b>	On Off	If you are having difficulty sending faxes overseas, set this to On.	14		





The factory settings are shown in Bold with an asterisk.


Level 1	Level 2	Level 3	Options	Descriptions	See Page
<b>Add Shortcut</b> (continued)	<b>Fax</b> (continued)	<b>Glass Scan Size</b>	Letter ( <b>Letter*</b> for Philippines)  A4  Legal/Folio (MFC-L8850CDW and MFC-L9550CDW)	Adjust the scan area of the scanner glass to the size of the document.	14
		<b>Scan</b>	<b>to File</b>	(PC Select)	Scan a black & white or a colour document into your computer.
	<b>to OCR</b>		(PC Select)	Convert your text document to an editable text file.	15
	<b>to Image</b>		(PC Select)	Scan a colour picture into your graphics application.	15
	<b>to USB</b>		2-sided Scan (MFC-L8850CDW and MFC-L9550CDW)  Scan Type  Resolution  File Type  Glass Scan Size  File Name  File Size  Remove Background Colour	Scan documents into a USB flash drive.	15
	<b>to E-mail</b>		(PC Select)	Scan a black & white or a colour document into your E-mail application.	15
	<b>to E-mail Server</b> (MFC-L8600CDW is supported only after IFAX is downloaded)	Address  2-sided Scan (MFC-L8850CDW and MFC-L9550CDW)  Scan Type  Resolution  File Type  Glass Scan Size  File Size	Scan a black & white or a colour document into your E-mail Server.	15	




The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Options	Descriptions	See Page
<b>Add Shortcut</b> (continued)	<b>Scan</b> (continued)	<b>to Network</b>	(Profile name)	Send scanned data to a CIFS server on your local network or on the Internet.	15
		<b>to FTP/SFTP</b>	(Profile name)	Send scanned data via FTP or SFTP.	15
	<b>Web</b>	Skydrive®	—	Web services may have been added and/or service names may have been changed by the provider since this document was published.	16
		Box	—		
		Picasa Web Albums™	—		
		Google Drive™	—		
		Flickr®	—		
		Facebook	—		
		Evernote®	—		
	Dropbox	—			
	<b>Apps</b>	NoteScan	—	Apps may have been added and/or app names may have been changed by the provider since this document was published.	17
Outline&Scan		—			
Outline&Copy		—			
 (Select a Shortcut to Rename/Delete)	(Choose shortcut button.)	<b>Edit Shortcut Name</b>	—	Change the shortcut name.	18
		<b>Delete</b>	—	Delete the shortcut.	19
 The factory settings are shown in Bold with an asterisk.					

## Web (More1 screen)


Level 1	Level 2	Options	Descriptions	See Page
Skydrive®	—	—	Connect the Brother machine to an Internet service.	See ●.
Box	—	—		
Picasa Web Albums™	—	—		
Google Drive™	—	—		
Flickr®	—	—		
Facebook	—	—		
Evernote®	—	—		
Dropbox	—	—		
<p>● Visit the Brother Solutions Center to download the Web Connect Guide at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a>.</p>				
<p> The factory settings are shown in Bold with an asterisk.</p>				

## Apps (More1 screen)

Level 1	Level 2	Options	Descriptions	See Page
NoteScan	—	—	Connect the Brother machine to the Brother apps over the Internet.	See ●.
Outline&Scan	—	—		
Outline&Copy	—	—		
<p>● Visit the Brother Solutions Center to download the Web Connect Guide at <a href="http://solutions.brother.com/">http://solutions.brother.com/</a>.</p>				
<p> The factory settings are shown in Bold with an asterisk.</p>				



## USB (More2 screen)


Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Scan to USB	See to USB on page 207					See +.
Direct Print	(Select File)	Print Settings (No. of Prints (001-999))	Paper Type	Thin <b>Plain Paper*</b> Thick Thicker Recycled Paper Bond Paper Label Envelope Env. Thin Env. Thick Glossy Paper	Set the print media type when printing directly from the USB flash drive.	70
			Paper Size	<b>A4*</b> Letter ( <b>Letter*</b> for Philippines) B5 (JIS) B5 (ISO) A5 A5 (Long Edge) A6 Executive Legal Folio 3"x5" Com-10 Monarch C5 DL		
+ Software and Network User's Guide						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Direct Print (continued)	(Select File) (continued)	Print Settings (No. of Prints (001-999)) (continued)	Multiple Page	1in1*	Set the page layout when printing multiple pages directly from the USB flash drive.	70
				2in1		
				4in1		
				9in1		
				16in1		
				25in1		
				1 in 2x2 pages		
				1 in 3x3 pages		
1 in 4x4 pages						
1 in 5x5 pages						
			Orientation	Portrait* Landscape	Set the page orientation when printing directly from the USB flash drive.	70
			2-sided	Off* Long Edge Short Edge	Choose the 2-sided print format when printing directly from the USB flash drive.	70
			Collate	On* Off	Enable or disable page collation when printing directly from the USB flash drive.	70
			Tray Use	Auto* MP Only Tray#1 Only Tray#2 Only (Tray#2 Only appears only if you installed Tray 2.)	Choose the tray that will be used for printing directly from the USB flash drive.	70
			Print Quality	Normal* Fine	Set the print quality option when printing directly from the USB flash drive.	70
			PDF Option	Document* Document&Markup Document&Stamps	Set the USB direct print setting whether to print comments (Markup) or stamps in the PDF file along with the text.	70

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The factory settings are shown in Bold with an asterisk.

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
<b>Direct Print</b>	<b>Index Print</b>	—	—	—	Print a thumbnail page.	70
(continued)	DefaultSettings	<b>Paper Type</b>	—	Thin <b>Plain Paper*</b> Thick Thicker Recycled Paper Bond Paper Label Envelope Env. Thin Env. Thick Glossy Paper	Set the default media type when printing directly from the USB flash drive.	72
		<b>Paper Size</b>	—	<b>A4*</b> Letter <b>(Letter* for Philippines)</b> B5 (JIS) B5 (ISO) A5 A5 (Long Edge) A6 Executive Legal Folio 3"x5" Com-10 Monarch C5 DL	Set the default paper size when printing directly from the USB flash drive.	72
+ Software and Network User's Guide						
 The factory settings are shown in Bold with an asterisk.						

Level 1	Level 2	Level 3	Level 4	Options	Descriptions	See Page
Direct Print (continued)	DefaultSettings (continued)	Multiple Page	—	<b>1in1*</b> 2in1 4in1 9in1 16in1 25in1 1 in 2x2 pages 1 in 3x3 pages 1 in 4x4 pages 1 in 5x5 pages	Set the default page style when printing multiple pages directly from the USB flash drive.	72
		Orientation	—	<b>Portrait*</b> Landscape	Set the default page orientation when printing directly from the USB flash drive.	72
		Collate	—	<b>On*</b> Off	Enable or disable the default page collation when printing directly from the USB flash drive.	72
		Print Quality	—	<b>Normal*</b> Fine	Set the default print quality option when printing directly from the USB flash drive.	72
		PDF Option	—	<b>Document*</b> Document&Markup Document&Stamps	Set the default USB direct print setting to print comments (Markup) or stamps in the PDF file along with the text.	72
		Index Print	—	<b>Simple*</b> Details	Set the default index print option to simple format or details.	72

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The factory settings are shown in Bold with an asterisk.

## Entering text

When you need to enter text into the machine the keyboard will appear on the Touchscreen.

Press  to cycle through letters, numbers and special characters.


Press  to cycle between upper and lower case letters.




### Inserting spaces

To enter a space, press `Space` or `►`.

### Making corrections

If you entered an incorrect character and want to change it, use the arrow buttons to move the cursor under the incorrect character. Press , and then enter the correct character. You can also insert letters by moving the cursor and entering a character.

If the screen does not display `◀`, press  repeatedly until you have erased the incorrect character. Enter the correct characters.

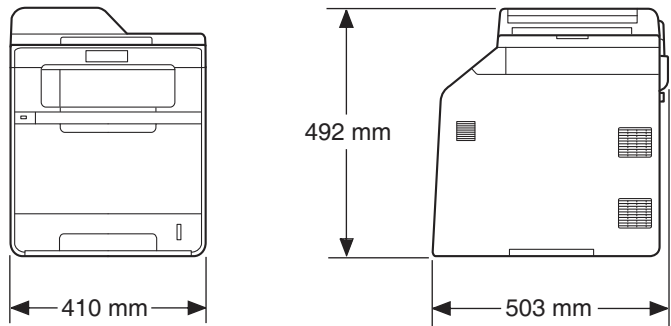
### NOTE

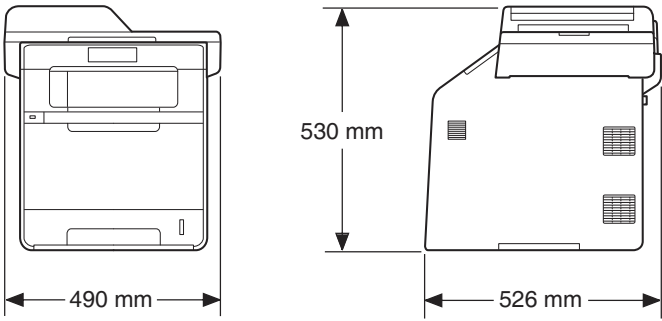
- The characters available may differ depending on your country.
- The keyboard layout may differ depending on the settings you are entering.

# D

# Specifications

## General

Model		MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW
Printer Type		Laser		
Print Method		Electrophotographic Laser Printer (single-pass)		
Memory Capacity	Standard	256 MB		
	Optional	1 slot: DDR2 SO-DIMM (144-pin) up to 256 MB		
LCD (liquid crystal display)		3.7 in. (93.4 mm) TFT Colour Touchscreen LCD <sup>1</sup> and Touchpanel	4.85 in. (123.2 mm) TFT Colour Touchscreen LCD <sup>1</sup> and Touchpanel	
Power Source		220 - 240 V AC 50/60 Hz		
Power Consumption <sup>2</sup> (Average)	Peak	Approx. 1200 W		
	Printing	Approx. 565 W at 25 °C		
	Printing (Quiet Mode)	Approx. 355 W at 25 °C		
	Copying	Approx. 565 W at 25 °C		
	Copying (Quiet Mode)	Approx. 355 W at 25 °C		
	Ready	Approx. 65 W at 25 °C		
	Sleep	Approx. 9.5 W	Approx. 10.5 W	
	Deep Sleep	Approx. 1.7 W	Approx. 1.9 W	
	Power Off <sup>3 4</sup>	Approx. 0.04 W		
Dimensions		MFC-L8600CDW 		

Model	MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW
	<p>MFC-L8850CDW, MFC-L9550CDW</p> 		
<b>Weights (with supplies)</b>	29.5 kg	31.3 kg	

- 1 Measured diagonally
- 2 USB connections to computer
- 3 Measured according to IEC 62301 Edition 2.0
- 4 Power consumption varies slightly depending on the usage environment or part wear.

D

Model		MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW	
Noise Level	Sound Pressure	Printing	Lpam = 55dB (A)	Lpam = 56dB (A)	
		Printing(Quiet Mode)	Lpam = 52dB (A)	Lpam = 53dB (A)	
		Ready	Lpam = 28 dB (A)		
	Sound Power	Printing (Colour)	LWad = 6.73 B (A)	LWad = 6.71 B (A)	
		Printing (Monochrome)	LWad = 6.70 B (A)	LWad = 6.71 B (A)	
		Printing(Quiet Mode)	LWad = 6.40 B (A)	LWad = 6.36 B (A)	
		Ready	LWad = 4.05 B (A)		
Temperature		Operating	10 to 32 °C		
		Storage	0 to 40 °C		
Humidity		Operating	20 to 80% (without condensation)		
		Storage	10 to 90% (without condensation)		
ADF (automatic document feeder)		Up to 35 pages	Up to 50 pages		
		For best results we recommend: Temperature: 20 to 30 °C Humidity: 50% to 70% Paper: 80 gsm			



## Document Size

Model		MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW
<b>Document Size (1-sided)</b>	ADF Width	147.3 to 215.9 mm		
	ADF Length	147.3 to 355.6 mm		
	Scanner Glass Width	Max. 215.9 mm		
	Scanner Glass Length	Max. 297.0 mm	Max. 355.6 mm	
<b>Document Size (2-sided)</b>	ADF Width	—	147.3 to 215.9 mm	
	ADF Length	—	147.3 to 355.6 mm	

## Print media

Model			MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW
<b>Paper Input</b>	Paper Tray 1 (Standard)	Paper Type	Plain Paper, Thin Paper, Recycled Paper		
		Paper Size	A4, Letter, B5 (JIS), A5, A5 (Long Edge), A6, Executive, Legal, Folio		
		Paper Weight	60 to 105 gsm		
		Maximum Paper Capacity	Up to 250 sheets of 80 gsm Plain Paper		
	Multi-purpose tray (MP tray)	Paper Type	Plain Paper, Thin Paper, Thick Paper, Thicker Paper, Recycled Paper, Bond Paper, Label, Envelope, Env.Thin, Env.Thick, Glossy Paper		
		Paper Size	Width: 76.2 to 215.9 mm Length: 127.0 to 355.6 mm		
		Paper Weight	60 to 163 gsm		
		Maximum Paper Capacity	Up to 50 sheets of 80 gsm Plain paper		
	Paper Tray 2 (Optional)	Paper Type	Plain Paper, Thin Paper, Recycled Paper		
		Paper Size	A4, Letter, B5 (JIS), A5, Executive, Legal, Folio		
		Paper Weight	60 to 105 gsm		
		Maximum Paper Capacity	Up to 500 sheets of 80 gsm Plain Paper		
	<b>Paper Output</b> <sup>1</sup>	Face-Down Output Tray		Up to 150 sheets of 80 gsm Plain paper (face-down delivery to the face-down output paper tray)	
Face-Up Output Tray		One sheet (face-up delivery to the face-up output tray)			
<b>2-sided</b>	Automatic 2-sided Printing	Paper Type	Plain Paper, Thin Paper, Recycled Paper, Glossy Paper		
		Paper Size	A4		
		Paper Weight	60 to 105 gsm		

<sup>1</sup> For labels, we recommend removing printed pages from the output paper tray immediately after they exit the machine to avoid the possibility of smudging.

# Fax

Model	MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW
<b>Compatibility</b>	ITU-T Super Group 3		
<b>Coding System</b>	MH/MR/MMR/JBIG		
<b>Modem Speed</b>	33,600 bps (with Automatic Fallback)		
<b>2-sided Print Receiving</b>	Yes		
<b>Automatic 2-sided Sending</b>	—	Yes (from ADF)	
<b>Scanning Width</b>	Max. 208 mm		
<b>Printing Width</b>	Max. 208 mm		
<b>Greyscale</b>	8 bit/256 levels		
<b>Resolution</b>	Standard 203 × 98 dpi		
	Fine 203 × 196 dpi		
	Superfine 203 × 392 dpi		
	Photo 203 × 196 dpi		
<b>Address Book</b>	300 entries		
<b>Groups</b>	Up to 20		
<b>Broadcasting</b>	350 (300 Address Book/50 Manual Dial)		
<b>Automatic Redial</b>	3 times at 5 minute intervals		
<b>Memory Transmission</b>	Up to 500 <sup>1</sup> pages		
<b>Out of Paper Reception</b>	Up to 500 <sup>1</sup> pages		

<sup>1</sup> 'Pages' refers to the 'ITU-T Test Chart #1' (a typical business letter, Standard resolution, JBIG code). Specifications and printed materials are subject to change without prior notice.

# Copy

Model		MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW
<b>Copy Width</b>		Max. 210 mm		
<b>Automatic 2-sided Copy</b>		—	Yes (from ADF)	
<b>Multiple Copies</b>		Stacks or Sorts up to 99 pages		
<b>Reduce/Enlarge</b>		25% to 400% (in increments of 1%)		
<b>Resolution</b>		Up to 1200 × 600 dpi		
<b>First Copy Out Time</b> <sup>1</sup>	Monochrome	Less than 18 seconds at 23 °C / 230 V		
	Colour	Less than 20 seconds at 23 °C / 230 V		

<sup>1</sup> From Ready mode and standard tray.

# Scanner

Model		MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW
<b>Colour / Mono</b>		Yes / Yes		
<b>TWAIN Compliant</b>		Yes (Windows <sup>®</sup> XP/ Windows Vista <sup>®</sup> / Windows <sup>®</sup> 7 / Windows <sup>®</sup> 8 / Mac OS X v10.7.5 / 10.8.x / 10.9.x <sup>1</sup> )		
<b>WIA Compliant</b>		Yes (Windows <sup>®</sup> XP / Windows Vista <sup>®</sup> / Windows <sup>®</sup> 7 / Windows <sup>®</sup> 8)		
<b>ICA Compliant</b>		Yes (Mac OS X v10.7.5 / 10.8.x / 10.9.x)		
<b>Colour Depth</b>	Colour	48 bit colour processing (Input) 24 bit colour processing (Output)		
	Greyscale	16 bit colour processing (Input) 8 bit colour processing (Output)		
<b>Resolution</b>		Up to 19200 × 19200 dpi (interpolated) <sup>2</sup> Up to 1200 × 2400 dpi (optical) <sup>2</sup> (from Scanner Glass) Up to 1200 × 600 dpi (optical) <sup>2</sup> (from ADF)		
<b>Scanning Width</b>		Max. 210 mm		
<b>Automatic 2-sided Scanning</b>		—	Yes (from ADF)	

<sup>1</sup> For the latest driver updates for the version of OS X you are using, visit <http://solutions.brother.com/>.

<sup>2</sup> Maximum 1200 × 1200 dpi scanning with the WIA driver in Windows<sup>®</sup> XP, Windows Vista<sup>®</sup>, Windows<sup>®</sup> 7 and Windows<sup>®</sup> 8 (resolution up to 19200 × 19200 dpi can be selected by using the scanner utility).

# Printer

Model		MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW
<b>Automatic 2-sided Print</b>		Yes		
<b>Emulations</b>		PCL6, BR-Script3 (PostScript® 3™)		
<b>Resolution</b>		600 × 600 dpi 2400 dpi (2400 × 600) quality		
<b>Print Speed (2-sided)</b>	Monochrome	Up to 14 sides/minute (Up to 7 sheets/minute) (A4 size) <sup>1</sup>		
	Colour	Up to 14 sides/minute (Up to 7 sheets/minute) (A4 size) <sup>1</sup>		
<b>Print Speed</b>	Monochrome	Up to 28 pages/minute (A4 size) <sup>1</sup>	Up to 30 pages/minute (A4 size) <sup>1</sup>	
	Colour	Up to 28 pages/minute (A4 size) <sup>1</sup>	Up to 30 pages/minute (A4 size) <sup>1</sup>	
<b>First Print Time</b> <sup>2</sup>	Monochrome	Less than 15 seconds at 23 °C / 230 V		
	Colour	Less than 15 seconds at 23 °C / 230 V		

<sup>1</sup> The print speed may vary depending on the type of document you print.

<sup>2</sup> From Ready mode and standard tray.

## Interfaces

Model	MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW
<b>USB</b>	Hi-Speed USB 2.0 <sup>1 2</sup> It is recommended you use a USB 2.0 cable (Type A/B) that is no more than 2.0 metres long.		
<b>Ethernet</b> <sup>3</sup>	10BASE-T / 100BASE-TX Use a straight-through Category 5 (or greater) twisted-pair cable.		
<b>Wireless LAN</b> <sup>3</sup>	IEEE 802.11b/g/n (Infrastructure mode/Ad-hoc mode) IEEE 802.11g (Wi-Fi Direct)		

<sup>1</sup> Your machine has a Hi-Speed USB 2.0 interface. The machine can also be connected to a computer that has a USB 1.1 interface.

<sup>2</sup> Third party USB ports are not supported.

<sup>3</sup> For detailed network specifications, see *Network* on page 238 and *Software and Network User's Guide*.

# Network

## NOTE

For more information about the Network specifications, see Software and Network User's Guide.

Model		MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW
<b>LAN</b>		You can connect your machine to a network for Network Printing, Network Scanning, PC-FAX Send, PC-FAX Receive (Windows® only) and Remote Setup <sup>1</sup> .  Also included is Brother BRAdmin Light <sup>2 3</sup> Network Management software.		
<b>Protocols</b>	IPv4	ARP, RARP, BOOTP, DHCP, APIPA(Auto IP), WINS/NetBIOS name resolution, DNS Resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, POP3, SMTP Client, IPP/IPPS, FTP Client and Server, CIFS Client, TELNET Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, ICMP, Web Services (Print/Scan), SNTP Client, LDAP <sup>4</sup> , IMAP4		
	IPv6	NDP, RA, DNS resolver, mDNS, LLMNR responder, LPR/LPD, Custom Raw Port/Port9100, POP3, IPP/IPPS, FTP Client and Server, CIFS Client, TELNET Server, SNMPv1/v2c/v3, HTTP/HTTPS server, TFTP client and server, SMTP Client, ICMPv6, SNTP Client, Web Services (Print/Scan), LDAP <sup>4</sup> , IMAP4		
<b>Security Protocols</b>	Wired	APOP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP3, IMAP4), SNMP v3, 802.1x (EAP-MD5, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos, IPsec		
	Wireless	APOP, SMTP-AUTH, SSL/TLS (IPPS, HTTPS, SMTP, POP3, IMAP4), SNMP v3, 802.1x (LEAP, EAP-FAST, PEAP, EAP-TLS, EAP-TTLS), Kerberos, IPsec		
<b>Wireless Network Security</b>		WEP 64/128 bit, WPA-PSK (TKIP/AES), WPA2-PSK (AES)		
<b>Wireless Network Setup Support Utility</b>	<b>AOSS™</b>	Yes		
	<b>WPS</b>	Yes		

<sup>1</sup> See *Computer requirements* on page 240.

<sup>2</sup> (Windows®) Brother BRAdmin Light is available on the CD-ROM provided with the machine.  
(Macintosh) Brother BRAdmin Light is available as a download from <http://solutions.brother.com/>.

<sup>3</sup> (Windows®) If you require more advanced machine management, use the latest Brother BRAdmin Professional utility version that is available as a download from <http://solutions.brother.com/>.

<sup>4</sup> MFC-L8600CDW is supported only after IFAX is downloaded.



## Direct Print feature

Model	MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW
<b>Compatibility</b>	PDF version 1.7 <sup>1</sup> , JPEG, Exif + JPEG, PRN (created by Brother printer driver), TIFF (scanned by all Brother MFC or DCP models), XPS version 1.0		
<b>Interface</b>	USB direct interface		

<sup>1</sup> PDF data including a JBIG2 image file, a JPEG2000 image file or a transparency file is not supported.

# Computer requirements

Computer Platform & Operating System Version		PC Interface			Processor	Hard Disk Space to install	
		USB <sup>2</sup>	10/100Base-TX (Ethernet)	Wireless 802.11b/g/n		For Drivers	For Applications
Windows® Operating System	Windows® XP Home <sup>1 4</sup> Windows® XP Professional <sup>1 4</sup>	Printing PC-FAX <sup>3</sup> Scanning			32bit (x86) or 64bit (x64) processor	150 MB	500 MB
	Windows® XP Professional x64 Edition <sup>1 4</sup>				64bit (x64) processor		
	Windows Vista® <sup>1 4</sup>				32bit (x86) or 64bit (x64) processor	500 MB	1.2 GB
	Windows® 7 <sup>1 4</sup>					650 MB	1.2 GB
	Windows® 8 <sup>1 4</sup>						
	Windows Server® 2003	N/A	Printing		32bit (x86) or 64bit (x64) processor	50 MB	N/A
	Windows Server® 2003 x64 Edition				64bit (x64) processor		
	Windows Server® 2008				32bit (x86) or 64bit (x64) processor		
	Windows Server® 2008 R2						
	Windows Server® 2012				64bit (x64) processor		
	Windows Server® 2012 R2						
Macintosh Operating System	Mac OS X v10.7.5	Printing			Intel® Processor	80 MB	400 MB
	OS X v10.8.x	PC-FAX (Send) <sup>3</sup>					
	OS X v10.9.x	Scanning					

<sup>1</sup> For WIA, 1200 x 1200 resolution. Brother Scanner Utility enables enhancing up to 19200 x 19200 dpi.

<sup>2</sup> Third party USB ports are not supported.

<sup>3</sup> PC-FAX supports black and white only.

<sup>4</sup> Nuance™ PaperPort™ 12SE supports Windows® XP Home (SP3 or greater), Windows® XP Professional (SP3 or greater), Windows® XP Professional x64 Edition (SP2 or greater), Windows Vista® (SP2 or greater), Windows® 7 and Windows® 8.

For the latest driver updates, visit <http://solutions.brother.com/>.

All trademarks, brand and product names are the property of their respective companies.

# Supplies

(For Oceania)

Model			MFC-L8600CDW	MFC-L8850CDW	MFC-L9550CDW	Model Name
Toner Cartridge	In the box	Black	Approx. 2,500 pages A4 or Letter page <sup>1</sup>		Approx. 6,000 pages A4 or Letter page <sup>1</sup>	—
		Cyan Magenta Yellow	Approx. 1,500 pages A4 or Letter page <sup>1</sup>		Approx. 6,000 pages A4 or Letter page <sup>1</sup>	—
	Standard	Black	Approx. 2,500 pages A4 or Letter page <sup>1</sup>		—	TN-341BK
		Cyan Magenta Yellow	Approx. 1,500 pages A4 or Letter page <sup>1</sup>		—	TN-341C TN-341M TN-341Y
	High Yield	Black	Approx. 4,000 pages A4 or Letter page <sup>1</sup>		—	TN-346BK
		Cyan Magenta Yellow	Approx. 3,500 pages A4 or Letter page <sup>1</sup>		—	TN-346C TN-346M TN-346Y
	Super High Yield	Black	—		Approx. 6,000 pages A4 or Letter page <sup>1</sup>	TN-349BK
		Cyan Magenta Yellow	—		Approx. 6,000 pages A4 or Letter page <sup>1</sup>	TN-349C TN-349M TN-349Y
	Drum Unit			Approx. 25,000 pages A4 or Letter page (1 page / job) <sup>2</sup>		DR-341CL
	Belt Unit			Approx. 50,000 pages A4 or Letter page (5 pages / job) <sup>3</sup>		BU-320CL
Waste Toner Box			Approx. 50,000 pages A4 or Letter page <sup>4</sup>		WT-320CL	

(For Asia)

Model			MFC-L8850CDW	MFC-L9550CDW	Model Name
Toner Cartridge	In the box	Black	Approx. 2,500 pages A4 or Letter page <sup>1</sup>		—
		Cyan	Approx. 1,500 pages A4 or Letter page <sup>1</sup>		—
		Magenta Yellow			
	Standard	Black	Approx. 2,500 pages A4 or Letter page <sup>1</sup>		TN-351BK
		Cyan	Approx. 1,500 pages A4 or Letter page <sup>1</sup>		TN-351C
		Magenta Yellow			TN-351M TN-351Y
	Super High Yield	Black	Approx. 6,000 pages A4 or Letter page <sup>1</sup>		TN-359BK
		Cyan			TN-359C
		Magenta Yellow			TN-359M TN-359Y
Drum Unit			Approx. 25,000 pages A4 or Letter page (1 page / job) <sup>2</sup>	DR-351CL	
Belt Unit			Approx. 50,000 pages A4 or Letter page (5 pages / job) <sup>3</sup>	BU-320CL	
Waste Toner Box			Approx. 50,000 pages A4 or Letter page <sup>4</sup>	WT-320CL	

<sup>1</sup> Approximate cartridge yield is declared in accordance with ISO/IEC 19798.

<sup>2</sup> Drum life is approximate and may vary by type of use.

<sup>3</sup> Belt life is approximate and may vary by type of use.

<sup>4</sup> Waste Toner Box life is approximate and may vary by type of use.

## NOTE

- Brother does not recommend the use of supplies other than genuine Brother supplies.
- Your machine warranty may not cover any damage arising from the use of non genuine Brother supplies.

# Important information for the toner cartridge life

## Colour/Mono setting on the printer driver

Users can change the Colour/Mono settings on the printer driver as follows:

### ■ Auto

The machine checks the content of the document for colour. If colour is detected anywhere in the document, it will print the whole of the document using the colour cartridges. In other words, it will mix some of the toners to help achieve every shade detected in the document, increasing the density of toner applied to the page. If no colour content is detected, it will print the document in monochrome.

The default setting on your machine is **Auto**.

## NOTE

The machine's colour sensor is very sensitive and may perceive faded black text or an off-white background as colour. If you know that your document is black and white and you want to preserve colour toner, select **Mono** mode.

### ■ Colour

Whether the document contains colour or is just monochrome, your machine will print the document using the colour cartridges.

### ■ Mono

Select this mode if the document has only black and greyscale text and/or objects. If your document contains colour, this mode prints the document in 256 levels of grey using the black toner.

## NOTE

If either the Cyan, Magenta or Yellow toner reaches the end of its life while printing a colour document, the print job cannot be completed. You can cancel your print job and choose to start the print job again in **Mono** mode, as long as Black toner is available.

For more information about the settings in the printer driver, see Software and Network User's Guide.

## Toner Cartridge Life

This product detects the life of the toner cartridges using the following two methods:

- **Detection by counting the dots of each colour that are necessary to create an image**
- **Detection by counting the rotations of the developer roller**

This product has a function that will count the dots of each colour used to print every document and the rotations of each toner cartridge's developer roller. The print operation will stop when either one of the upper limits are reached. The upper limit is set above the number of dots or rotations that would be required for the cartridge to perform consistently with its advertised page yield. This function is intended to reduce the risk of poor print quality and damage to the machine.

There are two messages that indicate when the toner nears or reaches its life end: `Toner Low` and `Replace Toner`.

`Toner Low` is displayed on the LCD when the number of dots or rotations of the developer roller nears its maximum count: `Replace Toner` is displayed on the LCD when the number of dots or rotations of the developer roller reaches its maximum count.

## Colour Correction

The number of developer roller rotations that are counted may not only be for normal operations such as printing and copying, but also for machine adjustments, such as Colour Calibration and Colour Registration.

### ■ Colour Calibration (Adjustment of Colour Density)

To obtain stable print quality, the density of each toner cartridge needs to be maintained at a fixed value. If the density balance between the colours cannot be kept, the tint becomes unstable, and accurate colour reproduction becomes unavailable. The toner density can change due to chemical changes to the toner that affect its electrical charge, deterioration of the developer unit, and temperature and humidity levels in the device. When calibration occurs, the density level adjustment test patterns are printed on the belt unit.

Calibration is mainly performed at the following times:

- When you manually select calibration from the operation panel or the printer driver. (Please perform calibration if colour density needs to be improved.)
- When a used toner cartridge is replaced with a new one.
- When the printer senses that the ambient temperature and humidity have changed.
- When a specified number of printed pages is reached.

### ■ Colour Registration (Correction of Colour Position)

In this device, the drum unit and developer unit are prepared for black (K), yellow (Y), magenta (M), and cyan (C), respectively. Four colour images are combined into one image, and therefore colour registration errors (i.e., how the four colour images align) might occur. When registration errors occur, registration correction test patterns are printed on the belt unit.

Registration is mainly performed at the following times:

- When you manually select registration from the operation panel. (Please perform registration if a colour registration error needs to be corrected.)
- When a specified number of printed pages is reached.

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## For Australia Only:

**Support** – For technical support of your Brother Product other than what you can resolve through the User's Guide, please visit our website or Solutions website (see below) to find an answer to FAQs/Troubleshooting, locating Drivers & Software.

Alternatively, please contact the Product Support Centre for any customer care/technical support enquiry.

**To contact Brother International (Aust) Pty Ltd for support on a Brother product please see the details listed below:**

Product Support Centre: **Australia**

Brother International (Aust) Pty Ltd

Phone: 02 8875 6000

Fax: 02 9870 7223

Solutions Site: <http://solutions.brother.com/>

website: [www.brother.com.au](http://www.brother.com.au)

Email: To submit an e-mail enquiry, visit [www.brother.com.au](http://www.brother.com.au) go to Service and Support area and follow the prompts.

Our Technical Support Consultants are available 5 days a week by phone during the hours of 8.30am to 5.00pm (EST/EDST) Monday to Friday.

## For New Zealand Only:

For technical support for your Brother Product please refer to this user guide and the FAQ's available on our Brother Solutions website, <http://solutions.brother.com/>.

Drivers, software, user guides and technical references are all available on our Brother Solutions website.

If you require further assistance please contact Brother International (NZ) Limited on the following numbers

Initial setup and 14 day product support	0800 454 677
Technical Support for those using Genuine Brother Consumables	0800 329 111
Technical Support for those <u>not</u> using Genuine Consumables	0900 552 152
24 / 7 Automated Self Help	0800 652 152
Brother Recycle Assistance	0800 632 467
Fax Assistance	0800 837 822

Our Technical Support Consultants are available 7 days a week by phone during the hours of 8.30am to 5pm Monday to Friday and 9am to 5pm Saturday and Sunday.

### Email Assistance

Please visit [www.brother.co.nz](http://www.brother.co.nz) and submit a helpdesk enquiry from our Service and Support page.

### Web Assistance

Please visit [www.brother.co.nz](http://www.brother.co.nz) under Service and Support for Frequently Asked Questions, Driver downloads, Warranty information and Service Centres.

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